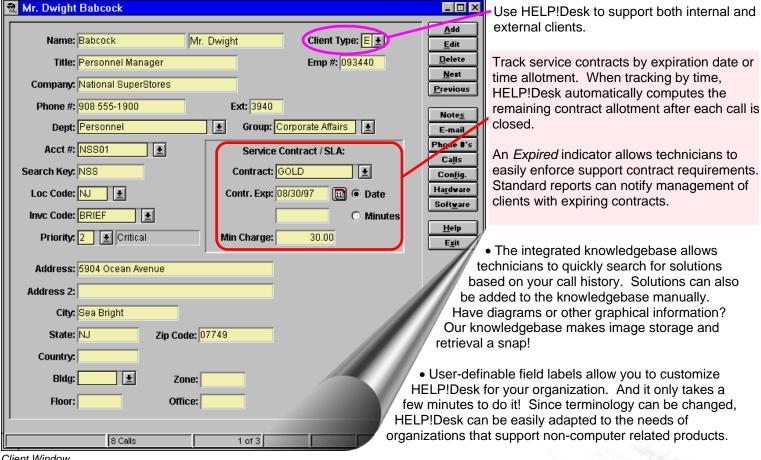


HELP!Desk is powerful, yet easy to learn and easy to set up. You can be up and running a multiuser help desk in just a few hours - even with customized screens and tables!



Client Window

Reporting

With more than 60 pre-defined reports, you're sure to find the ones you need in HELP!Desk. How many calls were closed last week? What products are people having the most trouble with? How many laser printers do we have? How many calls were open for more than two days? Which clients call most frequently? These questions and many more can be easily answered with HELP!Desk. Track response time, print mailing labels, compute support charges, be aware of expiring service contracts and warranties. It's all so easy with HELP!Desk.

- Bulletin Boards allow technicians to easily share information.
- The Open Calls List allows technicians to quickly view all open calls assigned to them. New additions are color-coded until they are acknowledged by the technician.
- Inventory can be tracked by configuration, enabling you to move entire computer systems from one client to another. Additionally, HELP!Desk lets you maintain a "house" inventory of all components not assigned to clients.
- Password security gives you complete control over each user's access to program functions and data.
- Do call trends indicate your clients need training? HELP!Desk maintains multiple training schedules so you can easily refer clients to the classes they need.



Your customers demand the best support. So should you.

Try our software, try our support. You'll be impressed. Guaranteed.

