

versaSRS HelpDesk

quality of service

Overview

The image displays the versaSRS HelpDesk interface, which is a web-based application for managing customer support requests. The interface is shown in a Windows Internet Explorer browser window.

Case List: The main view shows a table of cases with columns for Case Number, Status, Priority, Due Date, Requestor, Problem, and Owner. The table contains several rows of data, including cases 64202, 64201, 64200, 64199, 64198, 64197, 64196, 64195, 64194, and 64193.

Case Details: A detailed view of a case (Case # 64192) is shown on the right. It includes fields for Case Number, Logged, Logged By, Case Type, Received By, Status, and Problem. The problem description is: "Parcel Direct: Setting up versaCAT".

Registration Form: A registration form is displayed at the bottom, titled "Update [Case # 59797]". It includes fields for Name, Email, and Password, and a "Register" button. The form also displays the registration ID and product information.

An effective Service Request System / HelpDesk is becoming a critical success factor in a growing number of organizations.

Businesses are constantly trying to find a more efficient way of providing full and well managed support throughout the cycle of managing their customers - this is where **versaSRS HelpDesk** can help.

Whether to support clients or internal users, **versaSRS HelpDesk** is a packaged application enabling organisations to quickly and effectively deploy comprehensive Service, Incident, Configuration and Service Level Management processes with a minimum investment in infrastructure.

Based on the ITIL service management system (IT Infrastructure Library), and built using the Microsoft .NET Framework, **versaSRS HelpDesk** provides a flexible and scalable solution for managing service requests or case management processes and providing cost effective solutions to end users and customers.

Adaptable to a diverse range of business processes, **versaSRS HelpDesk** combines a browser-based interface with a database back-end globally accessible system.

What makes **versaSRS HelpDesk** stand out from the crowd is its unique 'look and feel'. Although a browser-based application, **versaSRS HelpDesk** does not look like a traditional webpage. Instead, it has been designed to look, behave and work as a desktop application, providing the benefits of an intuitive interface with the latest advancements in browser technology.

Unlike other products on the market which use a single web page to deliver content, **versaSRS HelpDesk** has been developed with a multi-document interface that simulates a Windows environment, providing a rich desktop style user experience, similar to familiar Microsoft Office products.

Why use a web-based system?

The Internet/Intranet provides the ideal medium to connect staff, departments, organizations and customers worldwide to a central system that can manage day to day operations with ease.

Working in a web environment offers a number of cost and time saving benefits including:

- **Ease of deployment & access** - by being installed on a local and secure web server internal to an organisation - providing access seamlessly through the intranet. No special end user software is required, all that is needed is a web browser.
- **Single point of entry** - across the organisation allows for easy, quick and productive business management.
- **Cost savings** - Since the installation of **versaSRS HelpDesk** is done at one centralized location, not only will you gain significantly faster performance, your IT department will only have to support one application on the main server, as opposed to any number of individual computers (as they would with a desktop application).
- **Security** - Industry standard protocols such as Virtual Private Networking (VPN) and Secure Sockets Layer (SSL) can be used to secure the application, with **versaSRS HelpDesk** also inherently providing robust user role security, audit trail capabilities and comprehensive record storage features.
- **Seamless upgrades** - made right on the application server, ultimately making it cheaper to deploy and maintain, with the upgrade process being straightforward, efficient and giving users instant access to the latest version.

So... why choose versaSRS HelpDesk?

The profitability, success and effectiveness of your organization is dynamically linked to the quality of the support and service you provide your customers. Providing a first class level of service, by utilizing a system which enables you to fully manage your customers, will enhance customer satisfaction, increase productivity and subsequently reduce operational costs.

versaSRS HelpDesk combines the intuitive 'look and feel' of a desktop application with a simple and easy-to-use interface which will improve the performance and productivity of your organization.

By the use of a centralized and easily accessible system, response times are improved which, in turn, prevents lost calls, lost leads or lost information from occurring - no more disparate client data throughout the organization.

versaSRS HelpDesk can therefore assist your company to:

- Increase service and support profits
- Provide a single point of contact for all your customer requirements
- Provide reliable and constant support throughout the company
- Advance and improve levels of customer satisfaction
- Enable your business to flexibly manage customer change

versaSRS HelpDesk's framework, adaptability and design enables companies to implement a solution for business processes which cover a wide range of areas - catering for virtually any process which requires comprehensive management and communications tracking.

versaSRS HelpDesk supports ITIL

versaSRS HelpDesk supports the ITIL standard allowing for comprehensive service management processes to be handled accordingly.

The following ITIL processes are catered for in **versaSRS HelpDesk** :

- Incident Management
- Service Level Management
- Problem Management (coming soon)
- Configuration Management
- Change Management (coming soon)

'... We have found the solution extremely easy to install, configure and customize but the most amazing aspect of the product is its rich and user friendly interface. In a world where the consumer has come to expect a trade off with web based systems between ubiquitous access and a rich user interface, the **versaSRS** system clearly demonstrates that a web based application can be just as rich as any native application with the added benefit of being easily accessible for customers and support representatives while also being centrally managed. ...'

Randall O Walrond - President
IVR Technologies Inc, USA

versaSRS HelpDesk has been developed to provide the ideal solution for a wide range of companies, including:

- ♦ Help Desk operation centres (Internal / External)
- ♦ Call centres
- ♦ Customer service & support centres
- ♦ Technical support and IT departments
- ♦ Product development companies
- ♦ Sales and marketing firms
- ♦ Building & construction firms
- ♦ Project management firms
- ♦ Service repairs centres
- ♦ Real estate firms
- ♦ Computer & technical support companies
- ♦ Educational institutions (schools, kindergartens, universities)
- ♦ Virtually any service based organization that requires the capture and management of client requests and solutions...

Key Features

- ♦ Thin client technology
- ♦ Platform independent
- ♦ Searchable knowledge database
- ♦ Full management assign capabilities
- ♦ File attachments
- ♦ Comprehensive reporting
- ♦ Fast call logging
- ♦ Easy call re-assignment to an individual, skill group or queue
- ♦ New call and due date alerts
- ♦ Queue, skill group, user call watcher notifications
- ♦ Customisable prioritisation of calls
- ♦ Comprehensive audit trail and history
- ♦ Call templates
- ♦ Call scheduler
- ♦ Client access module

Key Benefits

Your business can:

- ♦ Develop a centralized repository
- ♦ Save time and money
- ♦ Improve staff control
- ♦ Have easy access 24/7
- ♦ Reduce end user support costs
- ♦ Increase user satisfaction
- ♦ Identify problem areas
- ♦ Build a corporate Knowledge Base
- ♦ Implement **versaSRS HelpDesk** quickly and easily
- ♦ Improve communication between your company and your customer and/or employee

Capabilities

User Functions

- ♦ Submit request / issues / enquiries
- ♦ Look-up ticket
- ♦ Respond to tickets
- ♦ Knowledgebase searching / search issues
- ♦ Receive email notifications
- ♦ Add notes to issues
- ♦ Add solution to issue
- ♦ Close issue
- ♦ Create knowledgebase articles
- ♦ Access to Hot News board for system-wide alerts and support issues

Administrator/Manager Functions

- ♦ Create job templates
- ♦ Assign tickets
- ♦ Automatically log jobs (schedule jobs)
- ♦ Manage Hot News articles
- ♦ Manage system queues, skill groups and users
- ♦ Establish issue types and subtypes (Keys) and set associated priorities
- ♦ Manage notification templates
- ♦ Manage the Knowledge Base system

Technology

- ♦ Microsoft ASP.Net
- ♦ Microsoft .Net Windows Services
- ♦ Web Services
- ♦ 100% Browser Based

Client Requirements

- ♦ Web browser: Microsoft Internet Explorer 5.5 and above
- ♦ Pop-up blocking software disabled or app added to allowable site list
- ♦ Java Script enabled
- ♦ Cookies enabled
- ♦ Screen resolution 1024 x 768 (min)

Hosting Requirements

When your company purchases **versaSRS HelpDesk**, VersaDev provides a .Net DLL and a SQL Server 2000 database structure. Your company is responsible for providing the hosting server(s).

- ♦ Microsoft Windows 2000 / XP / 2003 Server
- ♦ Microsoft Internet Information Server (IIS) 6.0
- ♦ Microsoft .Net Framework 1.1 (free download from Microsoft)
- ♦ SQL Server 2000 or the Microsoft SQL Server Desktop Engine (MSDE*) 2000 (MSDE is a free download from Microsoft)
- ♦ ASP.NET

* Conditions Apply

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versaSRS HelpDesk is a cost effective, flexible and scalable solution for managing help desk, service requests and issue tracking processes.

Based on the Microsoft .NET Framework, **versaSRS HelpDesk** is an enterprise help desk / service request system providing a professional, reliable and automated system that allows you to manage your customers, increase productivity and reduce operational costs.

With these benefits in mind, **versaSRS HelpDesk** is the ideal support solution that guarantees customer satisfaction and return customers.

Demos and Pricing

versaSRS HelpDesk is available in 4 editions: Community (Free), Standard, Professional, and Enterprise.

The features of each edition make **versaSRS HelpDesk** available to a wide range of businesses requiring a scalable solution, without the huge price tag.

A detailed feature comparison between the editions can be found here:
www.versadev.com/versasrseditions.aspx

A fully functional free version of the **versaSRS HelpDesk** can be easily downloaded and installed, enabling you to try the software before you buy. The only restriction is in the number of queues available which can be expanded at any time by applying a keycode to the software after purchase of license fees. This removes the need for re-installation or other setup constraints and enables you to download, install, evaluate and activate **versaSRS HelpDesk** in a fluid and seamless process.

VersaDev also offer an online web demo version for those businesses wishing to quickly trial the system without installing any software.

For more information please visit our **versaSRS HelpDesk** website at www.versaSRSHelpDesk.com



With its open model architecture & design - versaSRS can be used for any business process or service.

versaSRS HelpDesk is the perfect solution for, but not limited to:

- Customer service requests, tracking & management - full cycle
- Case management
- Project management
- Consolidation of client, IT, HR & asset requirements
- Product & services support issues
- IT Help Desk incidents
- Change management
- Problem & incident management
- Customer relationship management (CRM)
- Sales & leads tracking
- Product maintenance tracking
- General enquiries
- Pre and post sales support
- HR issues
- Personnel management
- Full cycle project management
- Technical issue tracking
- Knowledge management
- Asset management
- Any business process that requires comprehensive management and communications tracking

“ ... IVR Technologies, Inc. is a leading software development company in the next generation VoIP telecom space. Our market success is a direct result of the high priority we place on customer satisfaction. In our continuing commitment to our customers we decided to implement a system to empower our customers to be able to log and track support issues at their convenience as well as be able to search our vast knowledgebase of help articles. After a lengthy process of evaluating hosted and unhosted help desk solutions we came across the VersaSRS platform. We were immediately impressed with versaSRS' broad feature set, the wealth of information posted on their website and their willingness to allow us to experience the solution via their demonstration system without having to first jump over sales induced hurdles... ”

Randall O Walrond - President, IVR Technologies Inc, USA

About VersaDev

VersaDev is an innovative software company specializing in enterprise-wide mission-critical Microsoft .NET applications for businesses worldwide.

VersaDev also provide custom software development for global enterprise clients with specific business needs in the areas of business process improvement, workflow and automation processes.

VersaDev's customers range from small to large companies in manufacturing, computing services, agriculture, retail, health, government agencies, universities and professional firms of all kinds.

We take pride in developing world class web-based solutions.