

versaSRS HelpDesk

quality of service

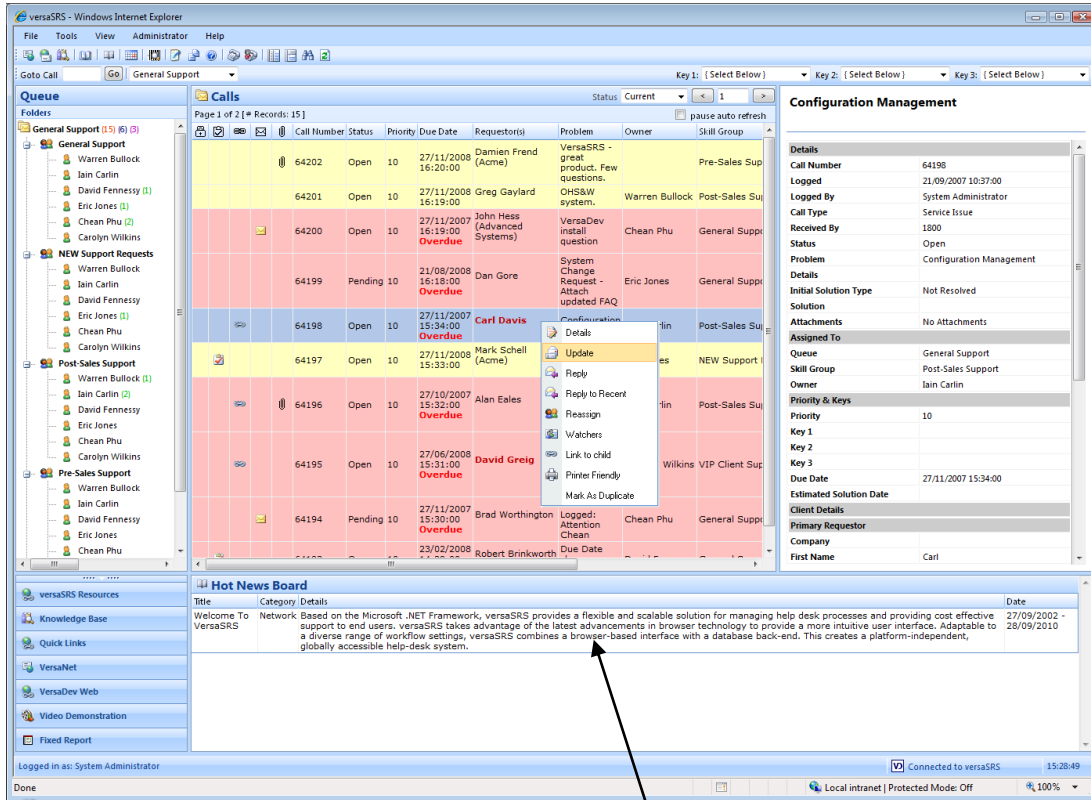
Screenshots

The image displays three overlapping screenshots of the versaSRS HelpDesk software interface, running in a Windows Internet Explorer browser.

Top Screenshot: Case List
This screenshot shows a table of support cases. The table has columns for Case Number, Status, Priority, Due Date, Requestor(s), Problem, and Owner. The cases listed include:
- Case 64202: Status New, Priority 10, Due Date 27/11/2007 16:25:00, Requestor Damien Friend, Problem VersaSRS - great product. Few questions. On
- Case 64200: Status Open, Priority 10, Due Date 27/11/2007 16:19:00, Requestor Craig Dwyard, Problem CHSW system. WA
- Case 64199: Status Open, Priority 10, Due Date 27/11/2007 16:18:00, Requestor John Wells, Problem VersaDev install question CH
- Case 64198: Status Open, Priority 10, Due Date 27/11/2007 16:18:00, Requestor Dan Gore, Problem Report Question DR
- Case 64197: Status Open, Priority 10, Due Date 27/11/2007 15:54:00, Requestor Mark Schell, Problem Configuration Management WA
- Case 64196: Status Pending, Priority 10, Due Date 27/11/2007 15:33:00, Requestor Alan Eales, Problem VersaCAT manual DR
- Case 64195: Status Open, Priority 10, Due Date 27/11/2007 15:33:00, Requestor David Greig, Problem Report format as requested by Chartered in VersaSRS DR
- Case 64194: Status Pending, Priority 10, Due Date 27/11/2007 15:30:00, Requestor Brad Worthington, Problem attach and PDF tagging Cases Logged: Attention Check CH
- Case 64193: Status Open, Priority 10, Due Date 23/10/2007 14:29:00, Requestor Robert Brinkworth, Problem Due Date change notification DR

Middle Screenshot: Case Details
This screenshot shows the details for Case # 64192, titled "Parcel Direct: Setting up versaCAT". The details include:
- Case Number: 64192
- Logged: 21.09.2007 09:29:19
- Logged By: System Administrator
- Case Type: Service Issue
- Received By: 1800
- Status: New
- Problem: Parcel Direct: Setting up versaCAT
- Details: Hi there. I've got a client who would like to use the CC and BCC buttons to select e-mail addresses when they go to log a job through VersaCAT. I've managed to edit the attached file to enable the buttons but it doesn't appear to do anything - I don't want to edit the file without knowing what it does so I could do some advice. Do the buttons simply open up the contacts list in voics
- Logged By: System Administrator
- Received By: Service Issue
- Team: General Support
- Priority: 10
- Category 1: [Select Below]
- Category 2: [Select Below]
- Category 3: [Select Below]
- Due Date: 27/11/2007 14:28:00
- Est Soln. Date: [Select Below]

Bottom Screenshot: Registration Confirmation
This screenshot shows a registration confirmation page. It includes a "Greetings" section with the text: "Thank you for registering your interest in versaSRS HelpDesk Professional Edition." Below this, it displays the registration ID as [CALLED] and the product as versaSRS HelpDesk Professional Edition. The version is shown as *F*H*E*E*. There are options to apply a queue signature, operator signature, or no signature, and checkboxes to add comments to the solution and send a closed confirmation email.

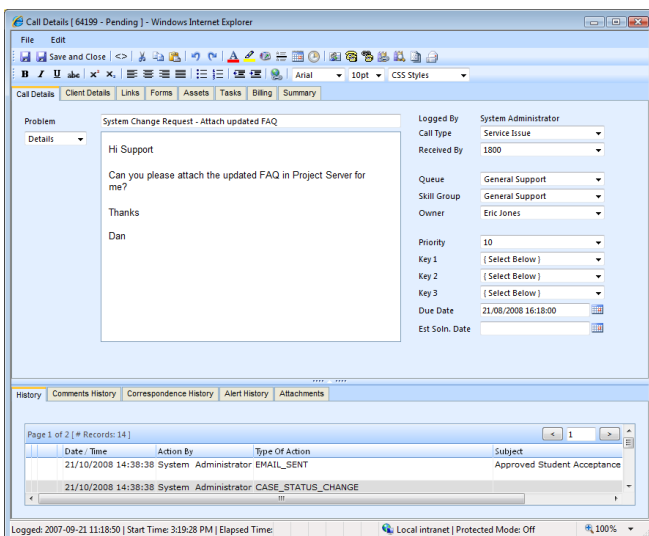


versaSRS HelpDesk Main Screen

- Ensures that your internal user issues remain visible until resolved.
- Prevents problems from falling through the cracks.
- Send the call history or answer to the user.
- Attach files, Web addresses, follow-ups and service requests to just about any communication sent.
- A customisable call queue enables you to control how calls are assigned, as well as prioritize the call assignment process.

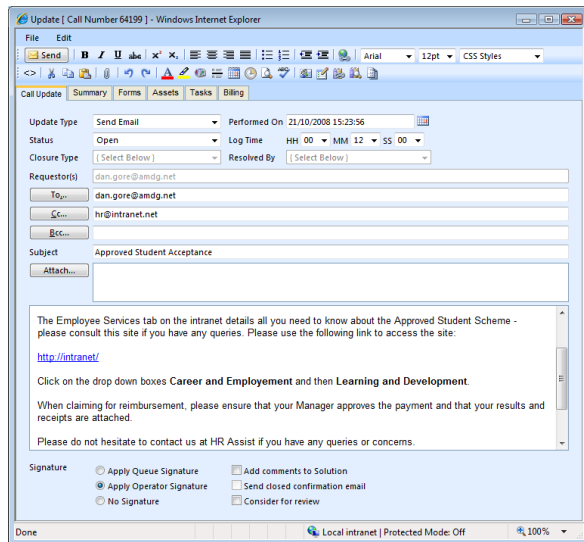
Hot News Board

- Designed to support the publishing of notices and announcements to operators of the system.
- The Hot News publishing tool allows articles to be published to one or more system queues.
- Each article can be published for a period of time and will automatically expire.
- Articles can be re-published by simply changing the expiry date.



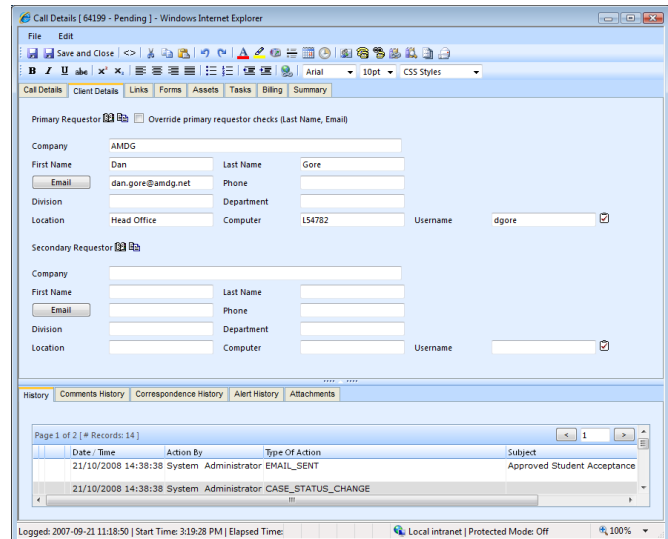
Call Details Screen

- The way customers and employees submit all of their technical problems to your support staff.
- Customers or employees can submit a request, issue or enquiry for resolution, provide a concise description and receive a ticket number for future reference.



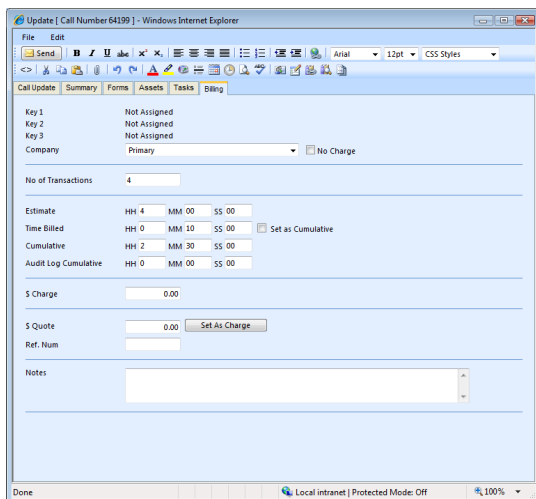
Call Update Screen

- Ability to alter or add additional information to a previously submitted help request.
- Information may be added, the priority status changed and corrections or other modifications made.
- Closed tickets can be re-opened for further work on problem resolution.



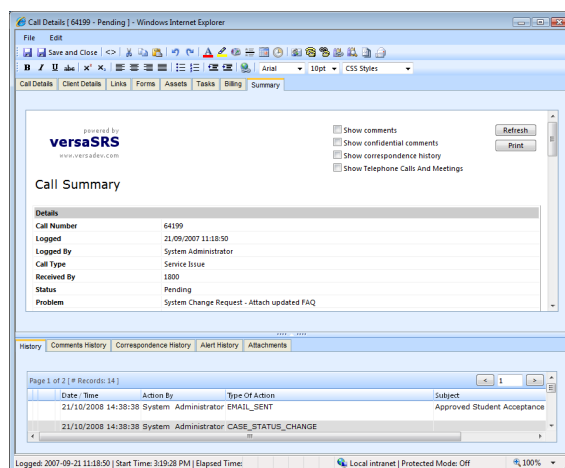
Client Details Screen

- This screen records the details of the primary and secondary requestor (if available) for the call.



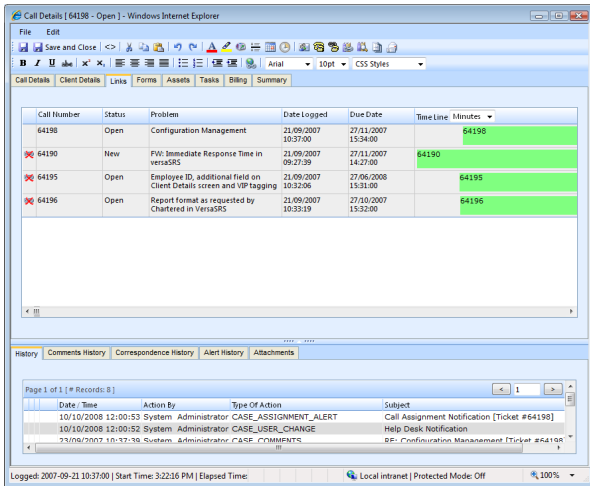
Billing Screen

- This screen provides the ability to record time taken to complete a job, either as a set charge or an hourly rate.
- You can deliver service based on a set number of calls or based on the amount of time spent servicing a customer.



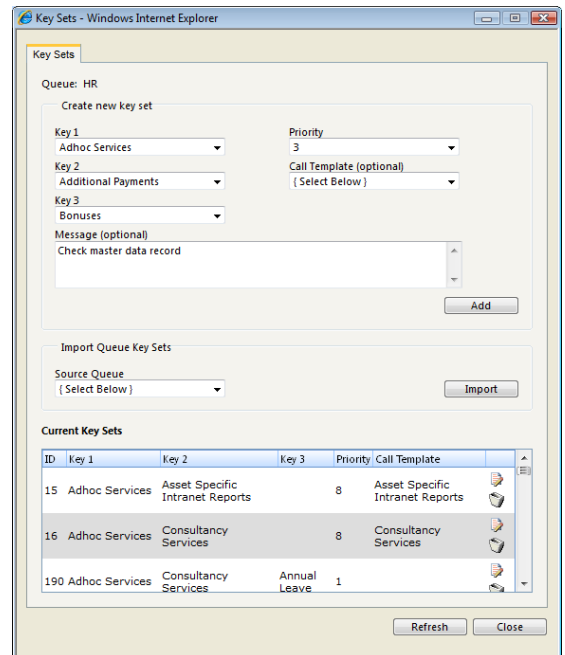
Call History / Summary Screen

- Provides a 'printer friendly' summary of the call including comments, correspondence and a list of attachments.



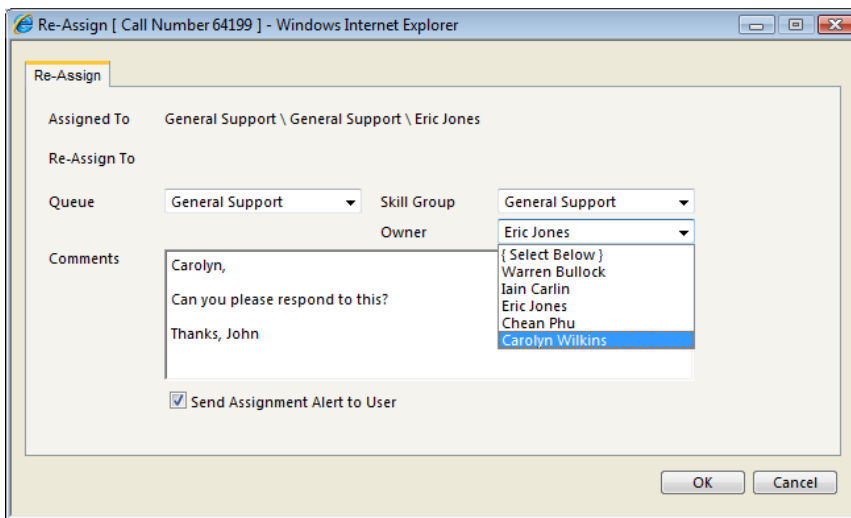
Child Tickets Screen

- Link to existing calls
- Create a new call and automatically link to current call
- Clone existing call and edit properties



Key Sets

- Create unique key sets for each queue.
- Construct unique templates for each queue.
- Each unique key set combination results in a priority rating for the call.

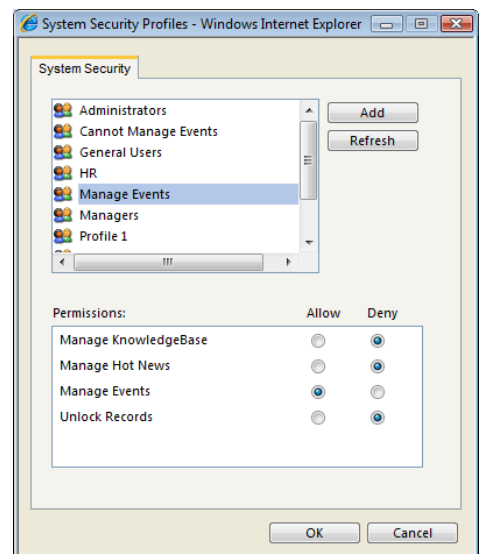


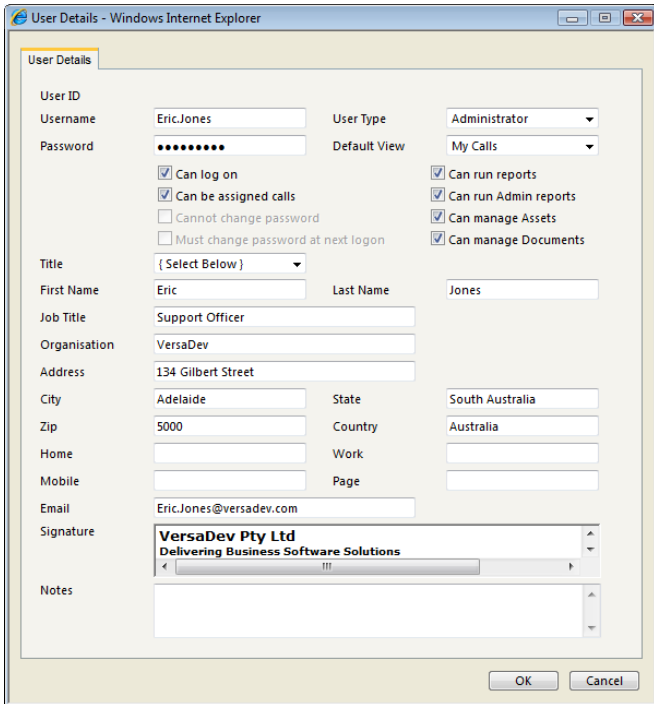
Call Re-Assign Screen

- Assign new trouble tickets for staff members to resolve.
- Permits managers to coordinate, assign and delegate problem-solving among staff based upon workload and/or expertise.

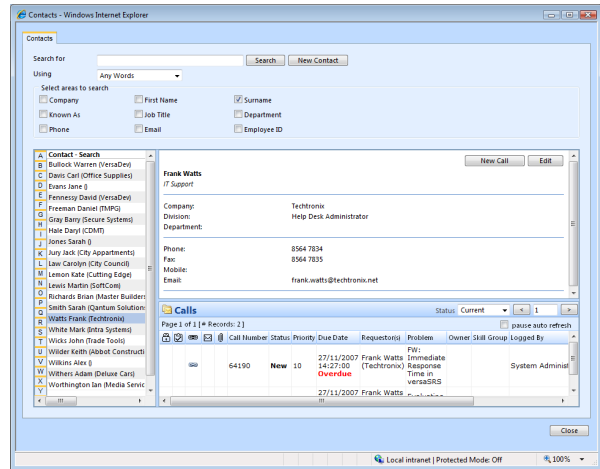
System Security Profiles

- Assign access to features / modules of the system-based on user profiles.

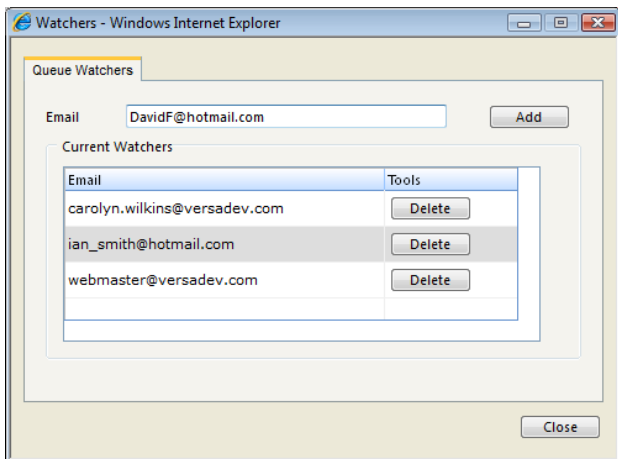




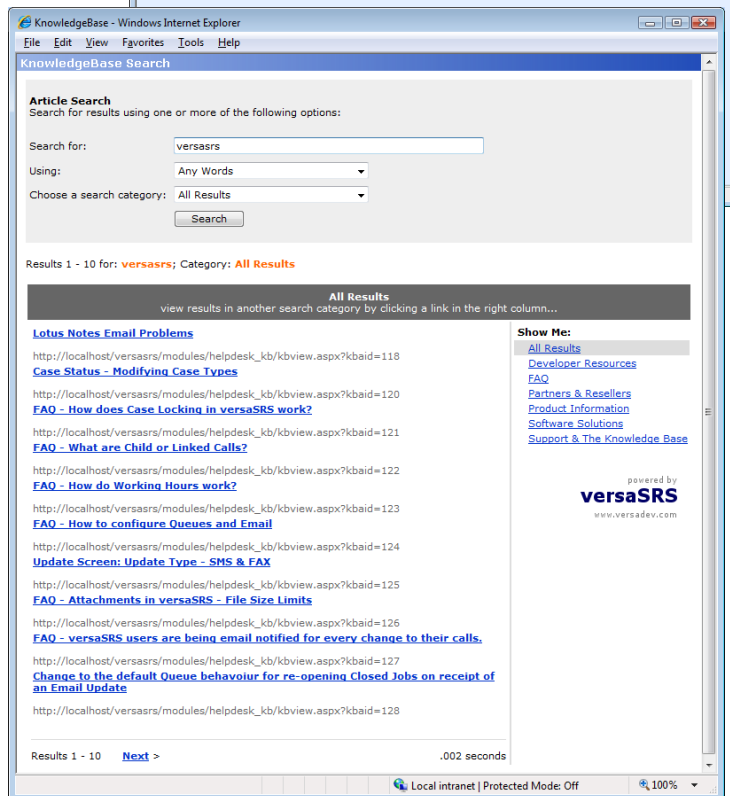
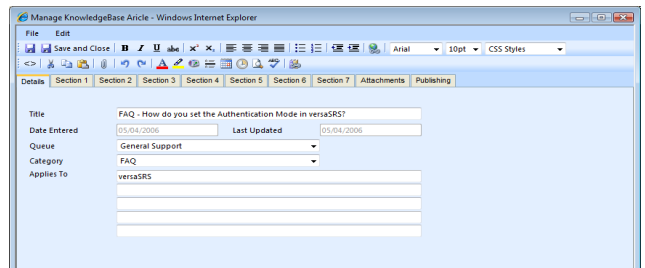
User Profile / Details Screen



Contacts Screen

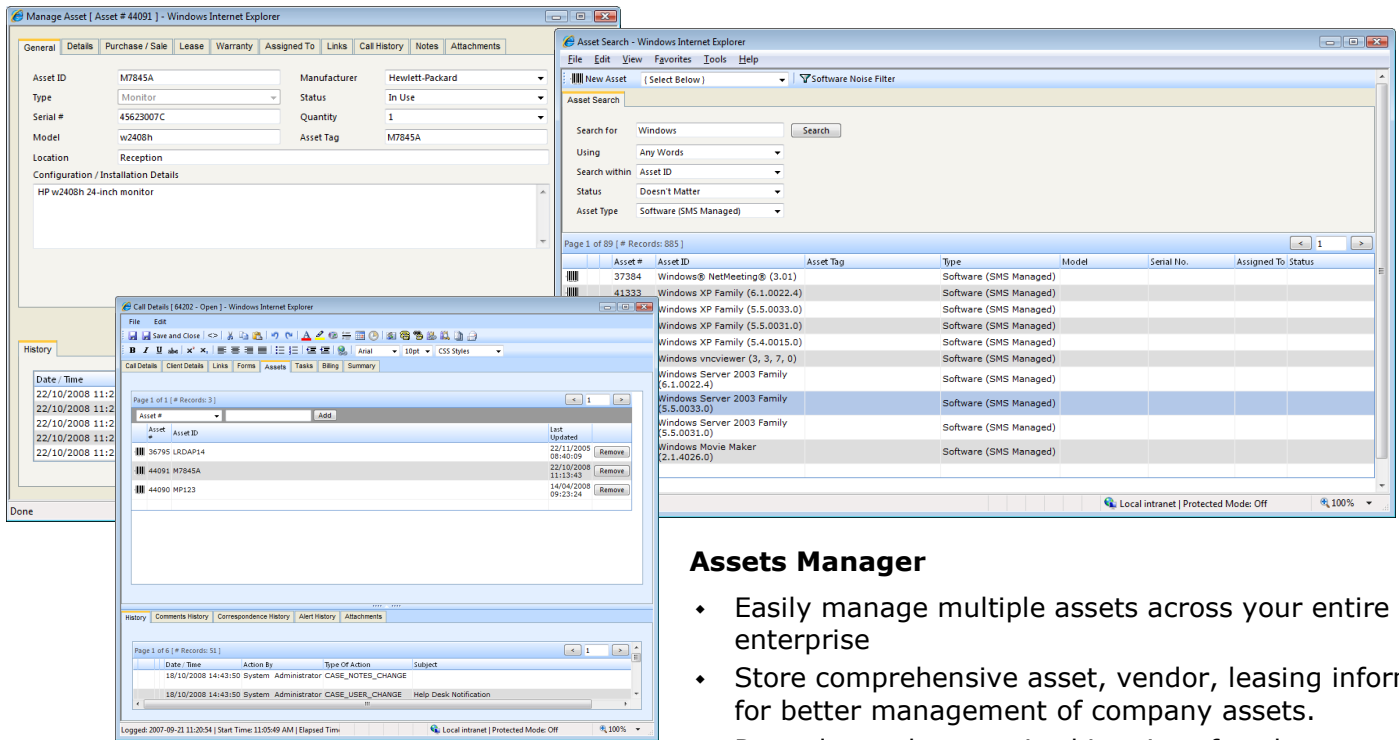


Manage Queue Watchers



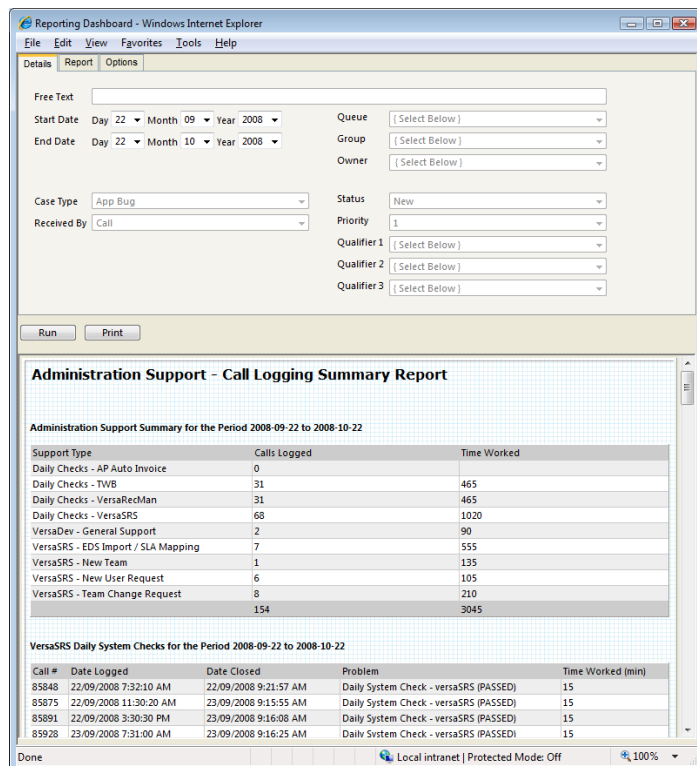
KnowledgeBase

- Can be published to one or more queues.
- Can be used as a searchable knowledgebase for customers and employees in resolving their own system problems.
- Search the knowledge base for resolutions to known problems, or with the same issue.
- Search for similar jobs.
- Transfer issues into the knowledge base to build a library of information relevant to your organisation.



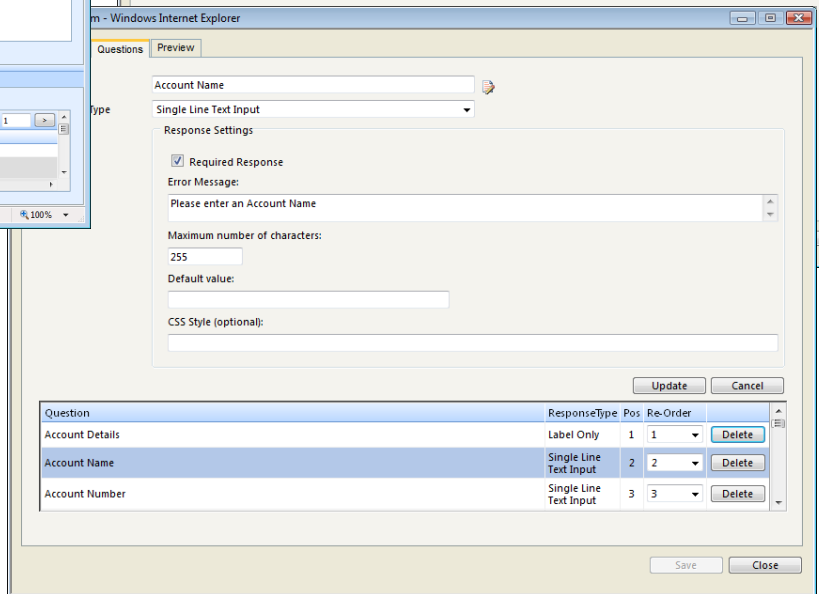
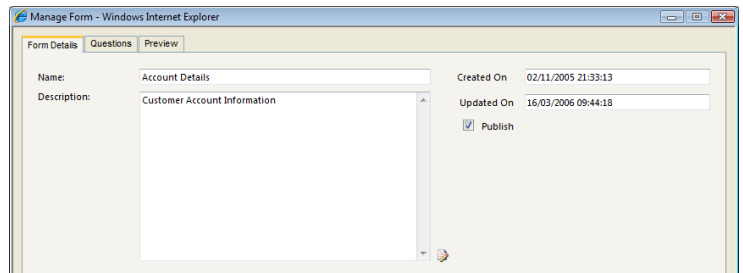
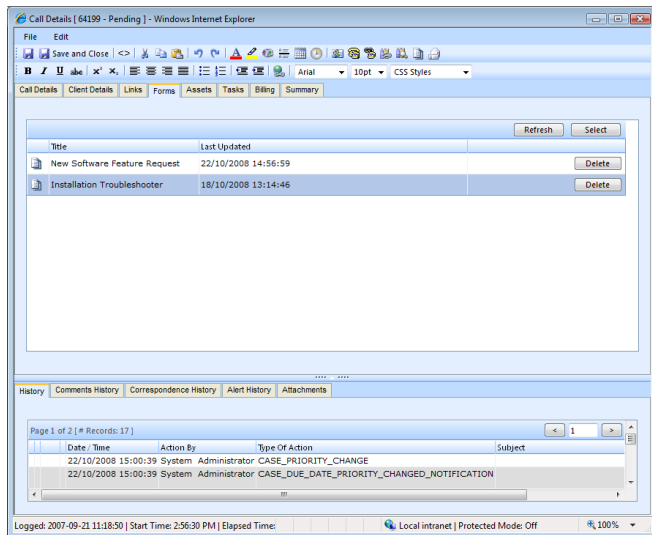
Assets Manager

- Easily manage multiple assets across your entire enterprise
- Store comprehensive asset, vendor, leasing information for better management of company assets.
- Record complete service histories of each asset
- Link assets to clients, helpdesk jobs and other assets
- Track the complete service history of assets



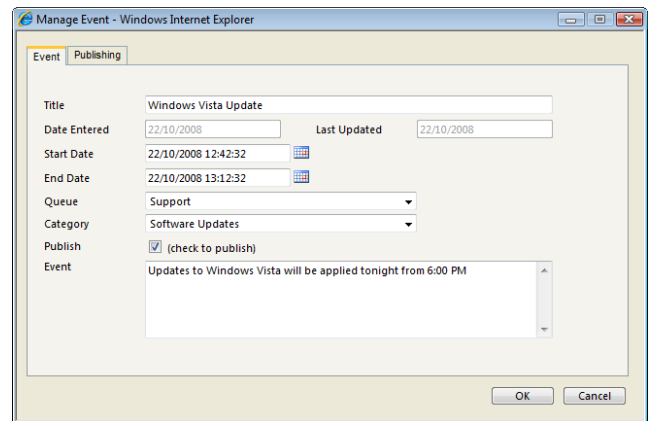
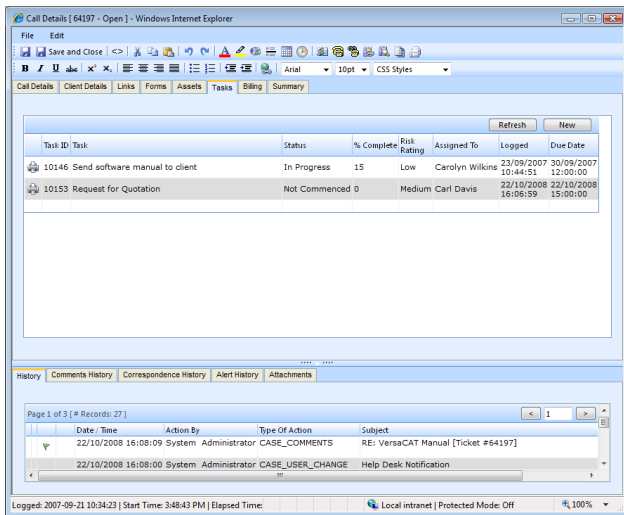
Reporting Dashboard

- Create a variety of predefined reports using the Report Dashboard or use Crystal Reports ® to develop additional reports.
- Allows staff members to generate accurate, quantitative management reports about company-wide issues, including statistics on the number, type and frequency of problems reported/resolved.
- Use reports to identify common problems.



Checklists

- Create custom electronic forms for capturing additional information when logging calls, e.g. a pre-sales qualification form, reseller application form or software / hardware configuration details.

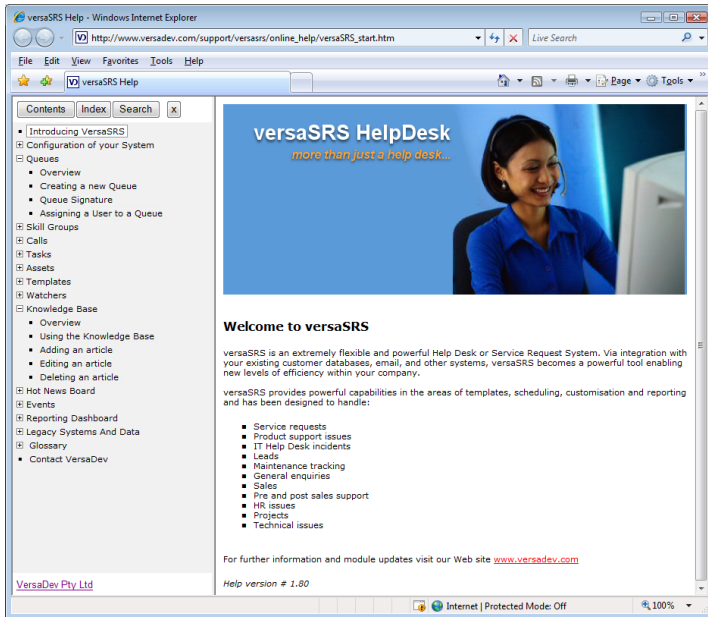


Action Management Module

- Associate one or more actions to a given call.
- Actions can be assigned to non-system users, with action assigned details sent via email.
- Five customizable levels of action escalation notifications.
- Fully template driven.

Events Manager

- Designed to capture significant event details.
- Each event is 'owned' by a specific queue but may be published across queues within the system.
- A correlation of events with calls logged with the system can be used to create enhanced and relevant reports.



versaSRS HelpDesk Online Help

- A comprehensive Microsoft Windows on-line help file.
- Updates available from the VersaDev website.

About VersaDev

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

Our flagship product, versaSRS HelpDesk is HelpDesk/Service Desk software that is built on cutting-edge Microsoft .NET, XML, and Web services technologies.

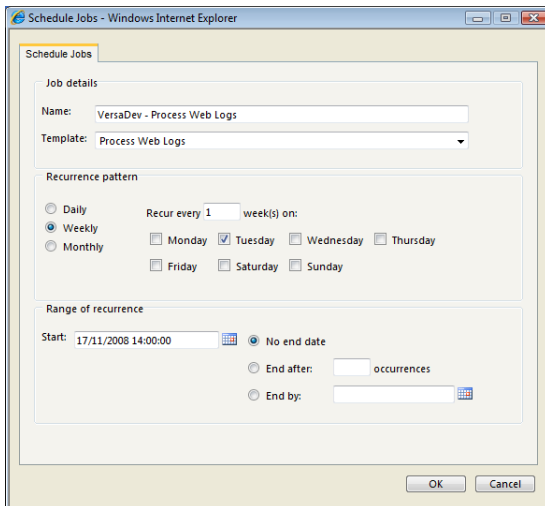
versaSRS HelpDesk enables organisations to quickly and effectively deploy comprehensive Service, Incident, Configuration and Service Level Management processes with a minimum investment in infrastructure.

In addition, versaSRS enables businesses to leverage off their existing investments in technologies such as Microsoft's Windows and Internet Information Server and SQL.

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.



Job Scheduler

- Designed to automatically log a call based on a call template and recurrence pattern.
- Can be used for reminders, client follow-up (CRM), notifications for maintenance renewals or repeated tasks to be performed by staff.

