

Helpdesk



Microsense has designed and developed a comprehensive HelpDesk product, which can be used effectively in a variety of support provision situations. The product features flexibility, scalability and comprehensive reporting, as needed in a HelpDesk operation. It includes a Knowledge Base, which makes available archival records of support incidents, together with any other identified external resources.

The HelpDesk product supports the following types of user :

SuperAdmin : Has the authority to create new clients, group admins and to access all information in the system.

GroupAdmin: Has the authority to create new users, and to access information related to a specific client. Will also initiate the system in terms of the product / service / problem categories, and assignments of support staff as needed.

User : Can post a problem, post a solution, view pending problems, access the knowledge base, view reports, for the specific client assigned.

Main Features of the Microsense HelpDesk :

Ticket based reporting of product or service related problems.

Support for multiple clients and users.

Multiple levels of access- SuperAdmin, GroupAdmin and User.

Comprehensive reporting of support performance, analysis of time to respond and time to resolve, analysis by type of problem, by date range, and other parameters.

Knowledge base captures all real life incidents, permits full text search, supports external reference material and resources.

Each installation may be configured in terms of products, services, problem types and support resources. Hence, a wide variety of applications can be supported.

ASP model supports multiple clients, locations, users.

Strong base of metrics helps in achieving quality goals such as Six Sigma.