



Service Desk Module

VIZOR's Service Desk Module is a comprehensive helpdesk issue tracking solution for IT end users and customer support. Out-of-the-box functionality facilitates best practices for incident and change management. Features also include powerful email integration, Service Level Agreement support, Knowledge Base, simple configuration, automatic ticket assignment and a self-service portal.



Best Practice Processes

VIZOR is ready to use out-of-the-box with best practice ITIL incident, problem and change management processes. VIZOR ensures issues are dealt with promptly and efficiently, so optimal customer service is provided, at all times. Linking IT incidents, problems and changes facilitates the simple closure of multiple incidents or problems after a change is implemented.

Email integration & Ticket Routing

Emails can be sent and received from VIZOR, eliminating the need to rely on Outlook for your helpdesk. VIZOR analyzes incoming email issues through a powerful mailbox workflow engine. Issues can be automatically allocated to a helpdesk analyst or work team based on issue categorization or keywords in an email subject line or message body.

Self-Service Portal

VIZOR's self-service portal enables IT end users and customers to submit issues, check on the status of existing issues and read Knowledge Base articles, without using a support resource. The portal also allows end users to request services they need, with processes in place to manage the approval and deployment.

Automate Employee Onboarding

Easily provision IT services such as Active Directory accounts for new employees, and revoke them when they leave with custom provisioning and deprovisioning actions. Automatically create tickets, change requests or automations to support the onboarding of new employees.

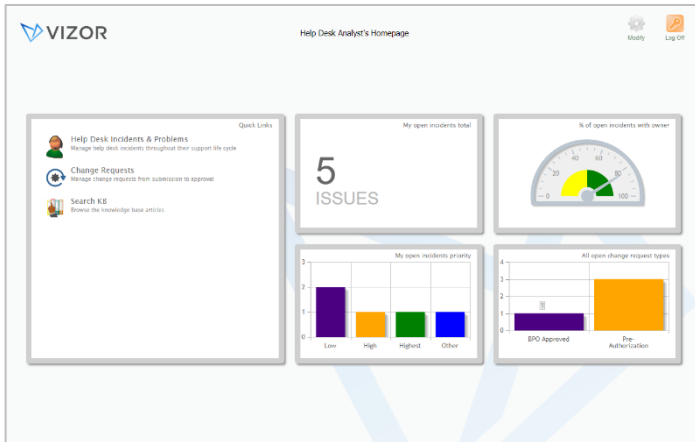
Cloud or On-Premises

Flexible deployment options in the cloud or locally installed or on your premises

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Dashboards & Reports

Powerful dashboards and reports provide helpdesk and other managers in your organization with all the information they need to monitor performance. Trends can be analyzed by time, analyst, topic and other metrics, keeping managers informed and prepared for future incidents.



Active Directory Integration & Single Sign-on

Synchronize user accounts from Active Directory and LDAP directories. With Single Sign-on, users are automatically authenticated and directed to their personal VIZOR homepage without requiring additional sign-on.

Web-Based Configuration Tools

All user interface elements, data fields, and workflows are customizable with simple web based tools. No developer skills are required to tailor VIZOR to your organization's exact requirements.

Multiple Users

Provides extended team functionality through the Team Work capability. Issues can be assigned to a specific team, manually or through workflow rules. Teams or users are notified of issues assigned to them and may select an issue to work on. Additionally, issues can be automatically allocated based on issue categorization or keywords within an email subject line or message body.

Email Notifications & Alerts

Receive notifications when tickets are updated and alerts regarding unattended or stalled tickets. VIZOR automatically notifies the submitter of important events such as new ticket acknowledgment. All notifications can easily be customized to your requirements.

Multiple Escalations & SLA Support

Manage the definition, documentation and requirements of Service Level Agreements (SLA) with customers, departments, contacts and suppliers. Sophisticated escalation rules ensure your SLA goals such as response and closure time are met. VIZOR also supports configurable operational hours and holidays ensuring SLA compliance reports are accurate.

Knowledge Base & FAQ

Knowledge Base articles can easily be created to ensure quick & consistent responses to end user requests. Articles can go through an approval process before publication in a public or internal KB., then make them available to end-users through the self-service portal.

Survey Integration

Monitor the level of service being provided with custom satisfaction surveys emailed to the submitter when their issue is resolved. Surveys support simple Yes/No questions, star ratings, comment and multiple choice fields.

Integration with other Modules

This module seamlessly integrates with the functionality in other VIZOR modules such as IT Asset Management & Software Asset Management Modules. Easily link tickets to assets, providing simple access to asset details from ticket view and reporting on asset reliability.

770-622-2850 (US)

514-312-7235 (Canada)

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