VIZOR
YOUR IT ASSISTANT

BOOKLET: ULTIMATE FEATURE GUIDE

General Features

The following features are available to all three VIZOR modules.
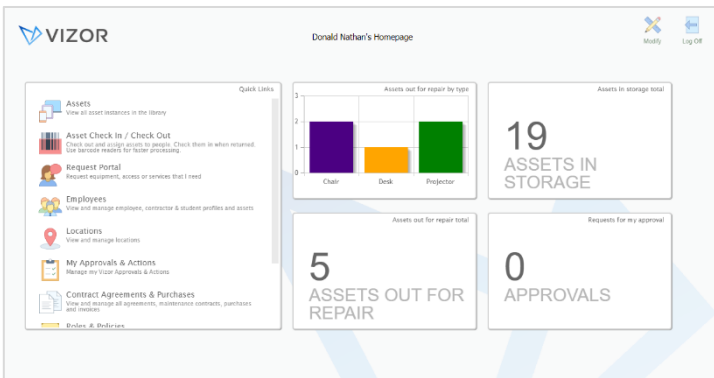
ARCHITECTURE

On-premise or Cloud
Install VIZOR on your own on-premise servers or access our full featured cloud edition.

Dashboards
Customizable dashboards provide IT Asset & Service Managers and Analysts with the information they need at a glance.

Single Sign-on
Users automatically authenticated and directed to their personal homepage without requiring additional sign-on.

Multi-tenant
Each user provided with specific functionality and data based on their role.

Web-Based Interface
Highly distributable; does not require installation and rollout on end-users' devices.

Mobile / Tablet Support
Appropriate functionality available via tailored mobile and tablet interfaces.

FLEXIBLE SOLUTION

Web-Based Configuration Tools
Simple yet powerful web-based configuration tools ensure ease of use; no developer skills are required to make customized fields.

Unlimited Custom Fields
Create any number of custom fields. Types include text, memo, attachments, date, time, single-choice, multiple-choice, numeric, integer, Boolean and more. Custom fields are as powerful as the built-in fields and are automatically upgraded across versions.

Business Rules – Ability to create efficient business processes with automatic assignment, dependent fields, required fields and more with the Business Rules editor.

Specify Terminology - Define what terminology to use in the system. Does your organization use Case instead of Ticket, or prefer to use the term Issue? Use what works best for your customers, your team or a project. You may even use different ones in different modules.

Create New Projects

VIZOR allows you to track non-IT related projects in the system. In some companies, VIZOR is used in multiple departments. Thus, making it easier for other departments to keep all their activity in one system.

Import Choice Lists and Dependent Fields

Import Choice Lists and Catalogues easily from Excel, CSV, XML and more sources. Several Choice Lists can have cascaded dependencies such as Category -> SubCategory -> Application, or Country -> State -> City. Easily import them & include dependency rules.

PRODUCTIVITY

Public URL

For those with an on-premises solution, it is now possible to create a public URL to access via the internet a specific VIZOR system that is located on your premises.

Full Support for TLS Encryptions

After industry standards changed, VIZOR also updated its system to support SQL Server TLS 2.1 encrypted communication.

Keyboard Shortcuts

Quick access keyboard shortcuts provide easy access to frequent tasks and operations.

Mass Updates - Update multiple items such as tickets, requests, assets or software license records at once. For example, easily reassign multiple items to another person with a single action.

Rich Text Format and Styles

Use the Styles and Format options to easily apply consistent presentation when writing emails, KB articles, issues, and any text to make it look even more professional.

Default Field Value

Each users can define their own preferred default value for any fields, enabling efficiencies in data entry.

SYSTEM INTEGRATION

Active Directory and LDAP Directories -

Synchronize user accounts from Active Directory and LDAP Directories.

Microsoft System Centre

Leverage existing SCCM infrastructure to reduce IT costs by optimizing the administration of IT assets.

HR Systems

Synchronize with employee information from your Human Resources system. Automatically synchronize Departments, Job Titles, Positions, etc. Ability to automatically onboard new employees, allocate assets when they change job positions and even recover their assets as they leave the organization, automatically.

CRM Systems

Synchronize customer and contact accounts from your CRM system to increase efficiency while leveraging your company systems.

Purchasing System

Integrate with an external purchasing system, such as Microsoft Dynamics, or software used by the procurement or accounting departments. This allows your team to view and simply select the relevant purchase orders and/or line items to track their status efficiently.

Synchronize with Multiple Sources

Synchronize accounts such as Contacts, Users, Employees, Vendors and Companies from multiple sources at the same time.

Link Documents from SharePoint, Alfresco

Link documents from your SharePoint, Alfresco or similar repository to a ticket, an asset or a software license and leverage your organization's investments in security and efficiency.

EMAIL INTEGRATION

Send and Receive Emails from VIZOR

Send and receive emails directly from VIZOR, without needing email client programs like Outlook. Besides efficiency gains, you can control which account each user can send emails from and what mailboxes or mail queues users have access to. If you have SupportA@acme.com and SupportB@acme.com, you can have certain users who automatically respond as from SupportA@acme.com, while others allow working from both. Apply these as global default

settings or allow users to decide on their preferences.

Customizable Email Notifications

Create automated email notifications sent after virtually any possible condition or event. For example, send a notification when: a ticket reaches a certain state or after a certain time; an asset is allocated to a specific department or assigned to a user; a software license contract expires and '60 days' before the renewal is due; a ticket is created by a specific department and when closure is due. Also customize email notifications per contact, per department and per organization or company. If your organization process needs it, you can create it.

Email Routing

Powerful and configurable email workflows permit routing to an individual or work team based on keywords in the email subject or message body.

Smart Multi-Contact, Multi-Email Address

Automatically identify and process emails sent from different email addresses of the same contact as originating from the same person. Reconcile accounts and emails automatically from your Active Directory, HR or VIZOR and allow multiple email addresses to be used by the same user.

Email Integration with Multiple Mailboxes

Monitor multiple mailboxes in parallel, even from different organizations or domains. Create email workflows based on various mailboxes and implement the most efficient process for your team or organization.

Actions from Email
Close tickets and reassign or update assets by email. You can close a ticket with a simple email sent to VIZOR. Let email replies support your complex workflows and automate your processes from a phone.

Email Templates
Save time with pre-written responses and email templates. Create your own or add macros to templates to automatically populate fields. When you need to include files, there are options to include *Attachments* as part of your templates.

REPORTING

Report Library – VIZOR includes a library of best practices reports out-of-the-box.
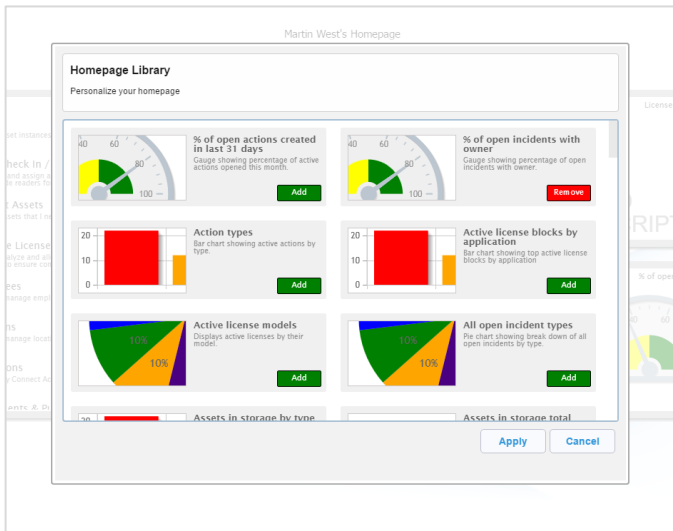
Filter Data
Create reports you need by including parameters to filter through the data.

Custom Report Builder
Edit existing reports or create your own tabular, listing and detail reports with charting.

Ad-hoc Querying
Create ad-hoc filters as you need them. Search for types of assets or licenses, then per vendor, then per location; or any data field including your own custom fields.

Report Subscriptions
Allow you, and anyone who *subscribes*, to receive scheduled reports via email. Save time and get weekly reports with the most important Key Performance Indicators (KPIs) delivered to your mailbox.

Open Database Schema
Standard SQLServer database underpinnings permit creation of reports in any tool of your choosing such as Business Objects / Crystal Reports Editors. Your data is never locked: use it, export it, migrate it…it is yours.

Export In Multiple Formats -
Export data to multiple formats, including XLS, XLSX, PDF, CSV, XML, and more.

USER PROVISIONING

New Employee Onboarding
Automatically create tickets, change requests or automations to support the onboarding of new employees based on their role.

Active Directory Accounts
Automatically create new Active Directory accounts with required privileges for new employees and revoke access to Active Directory, Email and other systems when they leave.

Role-Based Provisioning
Automatically allocate or provision assets and software based on a user's role such as job title or their position on a project.

Provisioning / De-provisioning Actions
Easily onboard assets and software to new employees and recover them when they leave with custom provisioning and de-provisioning actions.

Multi-Level Approval
Requests pass through multi-level approval processes, potentially requiring specific approvers at different stages of the process. Requests are driven by your organization's needs; no approval process is too complex.

USER MANAGEMENT

Centralized User Management
Manage Contacts, Users, Employees, Vendors, Companies and relationships between each in VIZOR.

Group
 Assign IT Agents to groups within VIZOR or Active Directory to enable access to features and data for the users' role.

Automatic Contact Creation
Automatically create new contacts from incoming emails and associate them to existing companies based on the matching email address.

Monitor User Sessions
By choosing the web-based solution, you gain access to who is in what area of your VIZOR system at all times. You can determine peak login times as well as determine who logs off as a single user or monitor all your users.

Delegation
Assign a delegate, who can undertake activities, such as approvals, on behalf of the delegator.

Banners
Use banners in VIZOR to easily broadcast messages to end-users. Let users know of important news, downtime and more.

Custom Group Members Macros
Information of the group will change dynamically with the newest macro, so the group does not need constant updating.

Billing and Chargebacks
VIZOR now tracks costs incurred by IT services. This permits reporting for internal costs calculations or for billing and charge backs to other departments.

Centralized Configuration of Third-Parties
There is now a web-based area to configure third-party authentication providers such as Azure AD. This interface permits centralized configuration of integration settings such as group mappings and sync intervals.

Integrations

Login with Microsoft Azure Account
Users can now login to their VIZOR solution using their existing Microsoft Azure account.

Login with Microsoft Accounts (MSA)
VIZOR users can now login using existing Microsoft Accounts (MSA) for authentication. Microsoft Azure AD Synchronization Integration with Microsoft Azure Active Directory (AD) automatically generates its user accounts in VIZOR as well. Synchronization on a daily, weekly, or monthly schedule updates VIZOR with any changes detected in Azure AD. The groups in Azure AD are automatically mapped in VIZOR.

Full Support for Microsoft SQL Server 2017
VIZOR now officially provides full support for Microsoft SQL Server 2017 as the database server.

Lansweeper
Extend Lansweeper's agent-less, multiple platform network discovery capabilities with VIZOR's best practice IT Asset Management processes.

Email Integration
VIZOR integrates with email services including on-premise Exchange and cloud-based Office 365.

VoIP Integration
Preparing analysts by automatically displaying the personal details and issues relating to the person calling.

Google Chromebook Admin integration
VIZOR synchronizes with devices, Chromebooks and mobile devices that exist in Google G Suite / Chromebook Manager. Device details such as model, location, serial number and operating system are synchronized with any changes made within G Suite. The synchronization can be performed on-demand by clicking Sync Chromebooks directly in VIZOR. Alternatively, the Chromebook summary list can be configured at interval periods.

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 without requiring additional sign-on.

Purchasing Integration
Integrate with purchasing systems, from an Excel Spreadsheet to Microsoft Dynamics.

Barcode Readers
VIZOR is set up to integrate with any barcode reader to efficiently scan equipment in and out and reduce error in counting inventory. Use the barcode readers (anywhere) to identify and update asset status, location or details.

IT Asset Management Features

VIZOR's IT Asset Management module is ready out-of-the-box to help streamline processes and manage the entire lifecycle of your assets. Here are the top 10 features most beloved by our customers, followed by several features that makes VIZOR stand out from other ITAM solutions on the market.
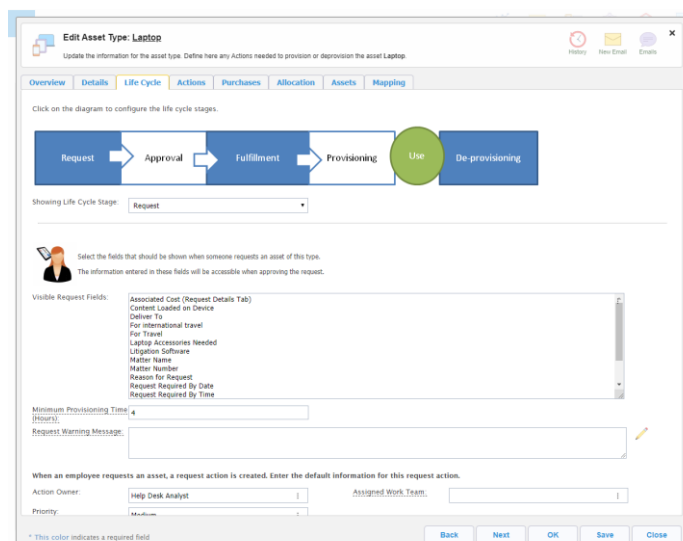
TOP 10 FEATURES

1. Know who has what
Assets can easily, even automatically, be allocated to employees, providing department and asset managers with full asset visibility. If an employee leaves, asset recovery is ensured.

2. Location Tracking
Track where assets are located, including what building, campus, and even specific floor and room.

3. Network Discovery
Automatic discovery of Windows desktops, laptops, servers, printers, routers and switches to populate your hardware and software inventory.

4. Check-in/Check-out (Inventory)
Manage lending out equipment including

requests, check-out, accountability, check-in and inventory. When checking a device in or out, information such as person's first and last name, department, and ID picture appear on the screen. The process can also be streamlined by scanning the barcode on an employee ID card and the device's ID.

5. Powerful Reporting
Export one of the out-of-the-box reports or use the custom report builder to extract the key performance indicators most important to your organization.

6. Active Directory Integration
Create new Active Directory accounts with specific privileges for new employees and then revoke access when they leave the company. Also, use Active Directory to authenticate and populate employees in VIZOR.

7. Microsoft SCCM Integration
Integration with Microsoft SCCM makes it easy to complement your current infrastructure with powerful IT Asset Management processes from VIZOR.
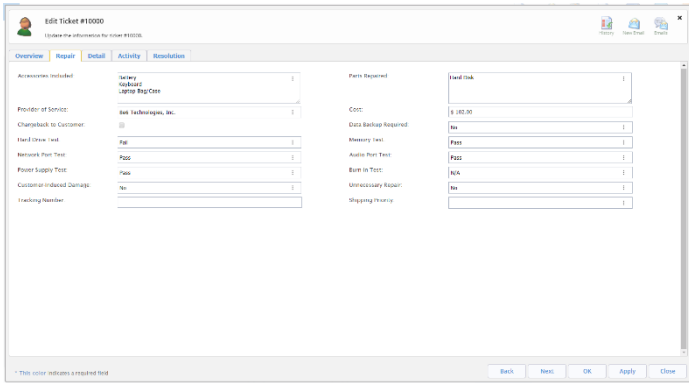
8. Employee Onboarding

Predetermine employee requirements and set up VIZOR to automatically trigger tickets to be allocated to new employees.

9. Track Costs

Easily track purchase costs, service agreements, asset depreciation and repair costs about your assets as well as breaking down costs by department and allocation.

10. Track Repair/Maintenance Costs

Track *Repairs* in VIZOR, including information associated to the repair like the cost, parts repaired, and vendor. The repair section also has a checklist to help diagnose the device's problem and keep track of what has been tested.

MANAGEMENT

Asset Request

The assets displayed in the catalogue can be requested by employees or department managers. Custom request forms can be created per asset type to helps IT standardize the process for each asset type.

Multi-level Approvals

Streamline asset requests with multi-level approvals that have automated reminders and contingencies for when approvers are out of the office.

Manual Asset Entry

Enter networked assets before they are deployed and discoverable. Data related to such assets will be synchronized when the assets are later discovered and put in inventory.

Mass Asset Entry

Enter large quantities of assets with related purchasing and identification data like buying laptops in bulk.

Automate Asset Allocation

Automatically allocate assets to the appropriate employee based on their location or project.

Manual Asset Allocation

Manually allocate assets to the appropriate employee or department.

Bulk Assets

Manage stock and reordering of bulk assets that don't necessarily need to be returned, such as network cables or USB sticks. This helps IT reordering when a minimum stock is hit.

Retirement

Set the status of your assets to *retired* when they are disposed, donated, sold or lost so they do not skew inventory numbers.

Automatically Retire Lost Assets

After marking as asset as lost and a week passes, VIZOR automatically flags the asset as retired lost. This ensures accounting and inventory reports are accurate in terms of depreciation values and stock levels. Any deprovisioning actions are also triggered automatically.

Scrap Assets

Assets no longer required in VIZOR can be permanently deleted, as opposed to flagged as retired, with the new button called *Scrap*. This triggers an email to the Finance Department indicating that the record of the asset will be destroyed within VIZOR.

Asset Containers

Assets can be allocated to *Containers* within VIZOR. This allows IT to allocate batches of assets to departments, projects or geographic locations, without allocating individual devices to the end-users. A *Container* can also be virtual to create a set or logical group of the assets. A good example is when school districts purchases thousands of Chromebooks. They allocate the *Containers* to teachers who then distribute each device.

Manage Other Assets
Manage non-network connected assets such as desks, chairs, employee access cards, domain names, DNS, registrars, furniture, paintings and other non-IT assets in VIZOR.

EXPENDITURE

Asset Depreciation Calculation
Calculate the current value of an asset based on built-in or custom depreciation schemes including Degressive 40%, Linear 10% / Straight Line 10 Year and Linear 33% / Straight Line 3 Year.

Forecast Costs
Based on previous asset purchases in VIZOR, the solution can help you forecast software expenditures.

Billing and Chargebacks

VIZOR now tracks costs incurred by IT services. This permits reporting for internal costs calculations or for billing and charge backs to other departments.

EFFICIENCY

Export Data
Quickly download asset data in multiple formats including CSV, XSL or HTML for reports.

Change History
Track changes related to an asset's inventory, purchase and allocation. E.g. know who changed the location of the asset or who lent out the asset.

Email Notifications
Get alerts when things are lost, nearing end of life, approaching a warranty expiry, when an asset is identified as a lemon, and when an asset is not returned on time.

Store Documents

Store documents related to your assets, their repairs, contracts and service costs in VIZOR.

Link Assets to Helpdesk Tickets

VIZOR's Service Desk module allows you to link your tickets to the appropriate asset, better preparing IT to fix any issues.

Vendor Management

Store vendor information, like contracts and warranties, with their corresponding asset in VIZOR.

Identify Lemon Assets

Get alerted when an asset is sent to repair three or more times. This allows IT to identify assets which have an underlying reliability issue.

Subscribe to Reports

Simply subscribe to a report and set the frequency you want to receive via email. No need to create reports every week or month!

Organize by category

Organize your assets by name, asset tag, serial number, department, or by project.

Consolidate data

Consolidation of IT asset data from multiple sources. E.g. from Microsoft SCCM, spreadsheets, Lansweeper.

PERSONALIZE

Custom Fields

Organizations can customize fields in their VIZOR solution, allowing them to follow their own terminology.

Personalized Dashboard

VIZOR's dashboard can be personalized to display the key performance indicators most important to your role.

Include Your Logo

The color scheme of VIZOR can be changed and even display your organization's logo for an exceptional internal branding experience.

SECURITY

Leveraging AD for Authentication

VIZOR supports login using an existing Active Directory (or Microsoft Account). This builds on existing security policies already in place via AD and reduces the security risks of creating additional amounts for VIZOR.

User Groups

VIZOR supports user groups with specific functionality assigned to each group. E.g. Department managers can see the assets assigned to employees within their department. Teachers can see the devices they have requested and allocated to students.

Employee Offboarding

VIZOR can disable accounts when an employee leaves the organization. This process can include disabling / deleting Active Directory accounts and redirecting or disabling email accounts.

Software Asset & License Management Features

VIZOR's Software Asset & License Management module is an ITIL certified solution that makes it easier to manage software licenses and associated purchases. Here are the top 10 features most beloved by our customers, followed by several features that makes VIZOR stand out from other solutions on the market.

TOP 10 FEATURES

1. Timely Reminders
Stay on top of license subscriptions, maintenance renewals and compliance position with timely email alerts and reminders.

2. Effective License Position Report
Find out if you are license compliant by simply viewing the Effective License Position report for a status update.

Licensing Alerts
Get alerted when you surpass a certain number of licenses. Likewise, set up alerts for when you are non-compliant.

3. Managing Cloud and SaaS Subscriptions
Although known for managing lifecycles of software licenses, VIZOR can manage subscriptions as well.

4. Vendor Management
Store vendor information, like contracts and warranties, with their corresponding software licenses and purchases in VIZOR.

5. Powerful Reporting
Export one of the out-of-the-box reports or use the custom report builder to extract the key performance indicators most important to your organization.

Subscribe to Reports
Simply subscribe to a report and set the frequency you want to receive it. No need to create reports every week or month!

6. Active Directory Integration
Create new Active Directory accounts with specific privileges for new employees and then revoke access when they leave the company. Also, use Active Directory to authenticate and populate employees in VIZOR.

7. Software Normalization
After obtaining the data about your software assets from a spreadsheet, Microsoft SCCM or our Discovery Tool, VIZOR transforms raw inventory data into usable information for license and software asset management by eliminating noise from inventory data such as garbage versions, patches and driver updates.

8. Employee Onboarding
Predetermine employee requirements and set up VIZOR to automatically allocate the licenses to new employees.

9. Microsoft SCCM Integration

Integration with Microsoft SCCM makes it easy to complement your current infrastructure with powerful IT Asset Management processes from VIZOR.

10. Document Repository

Central repository for proof of purchases and certificates related to your software assets. Upload documents into VIZOR or link to documents in your SharePoint and/or Alfresco accounts.

MANAGEMENT

Automate License Allocation

Automatically allocate licenses to the appropriate employee or assign it to a computer, department or location.

Manual License Allocation

Manually allocate licenses to the appropriate employee or assign it to a computer, department or location.

Multi-level Approvals

Streamline multi-level approvals with automated reminders and contingencies when approvers are on vacation.

Request Portal

Use the software license portal to help streamline software requests and never leave IT in the dark (no shadow IT) about new software purchases.

License Compliance

VIZOR compares purchases to installations and determines whether you are license compliant. It supports different compliance schemes like per CPU and per core licensing.

License Recycling

Automatically remove licenses from employees when they leave the company or change departments.

License Key Allocation

Allocate license keys and serial numbers to specific users or computers based on the vendor's requirements.

Store Documents

Store documents related to your license purchase agreements, maintenance contracts and service costs in VIZOR.

License Reservation

A given quantity of software licenses can be reserved for departments, projects or locations. This allows managers to purchase licenses centrally, but easily reserve given quantities for segments of the organization. Any user or device allocation automatically takes their allocation from the appropriate reservation pool (for example, an employee of that department).

Network Discovery

Grabs installations off Windows desktops, laptops, servers and virtual machines into your VIZOR solution.

EXPENDITURE

Set up Recurring Purchases

Monitor cloud or SaaS subscriptions by automatically updating their costs in VIZOR. Examples include Salesforce, Amazon AWS, and Microsoft Azure.

Track Costs

Easily track purchase costs, costs over time and maintenance costs for your software licenses,

entitlements, and subscriptions. For example, subscription web apps like Salesforce and cloud computing platforms such as Amazon AWS and Microsoft Azure.

Forecast Costs

Using the information it holds for previous purchases, VIZOR can help you forecast software expenditure.

EFFICIENCY

Reserved Licenses

From your pool of licenses, assign a group of licenses to a department or project. The manager can distribute accordingly.

Export Data

Quickly download software data in multiple formats including CSV, XSL or HTML for reports.

Suite Consolidation

Group identified applications into suites or software bundles.

Activity Tracking

Track any changes made to a software asset (like an update or new allocation) through the activity log and the *history*.

PERSONALIZE

Custom Fields

Organizations can customize fields in their VIZOR solution, allowing them to follow their industry standards.

Custom Filters and Queries

VIZOR makes is easy to sort through data with pre-set queries, categories, a search bar and the ability to customize filters.

Personalized Dashboard

VIZOR's dashboard can be personalized to display the key performance indicators most important to your role.

Include Your Logo

Customize VIZOR's colour scheme and embed your organization's logo for an improved internal branding experience.

VIZOR ADD-ONS - *Additional costs may apply:*

Custom Licensing Compliance Engine

If a vendor has a unique license distribution, VIZOR can support custom license compliance calculations for an accurate Effective License Position.

License Key Discovery

Track discoverable license keys stored in computers and link them to the appropriate software asset or license record. For certain software, this may help you identify potentially incorrect installations.

Usage Monitoring

With an agent on every computer, VIZOR can track software usage for a deeper analysis of your assets.

ServiceDesk Features

VIZOR's ServiceDesk module is ready out-of-the-box for internal employee management or customer satisfaction. Here are the top 10 features most beloved by our customers, followed by several features that makes VIZOR stand out from other helpdesks on the market.

TOP 10 FEATURES

1. 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.

2. SLA Management
Manage the definition, documentation and requirements of Service Level Agreements with customers, departments, contacts and suppliers.

3. Change Management
VIZOR offers multi-level approvals and voting for Change Requests across departments. Change request processes can be tailored to the organizations' processes to reflect its policies and organizational structure.

4. Knowledgebase & FAQ
Knowledgebase articles can easily be created and accessed to ensure quick and consistent responses to end user requests.

5. 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.

6. Self-Service Portal
Allow IT end users and customers to submit issues, check on the status of existing issues and review the knowledgebase, without using a support resource.

7. 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.
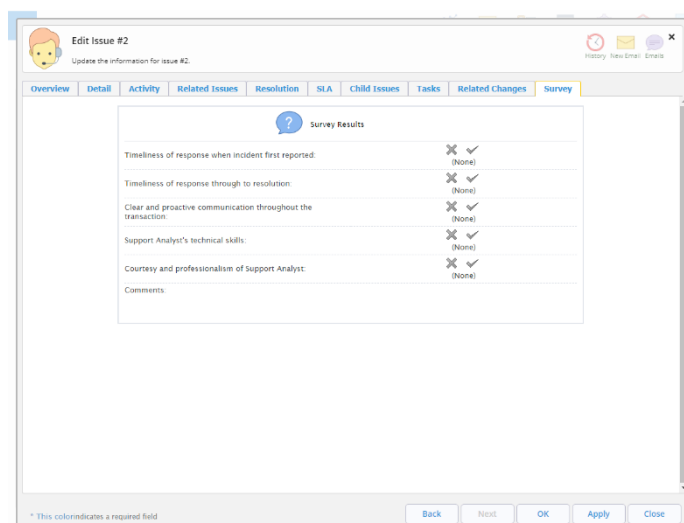
8. Network Discovery
Automatic discovery of Windows desktops, laptops, servers, printers, routers and switches to populate your hardware and software inventory.

9. Email Integration

Emails can be sent and received from VIZOR, eliminating the need to rely on Outlook for your helpdesk.

10. Surveys

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.

MANAGEMENT FEATURES

Critical Issue Management

Take advantage of expedited workflows and special colour-coded UI for critical issues. This set of features allows you to have pre-approved and special alerts for these critical issues, ensuring they are handled the way your organization needs.

Link to Assets

Link tickets to Assets, providing simple access to asset details from ticket view and reporting on asset reliability.

Related and Child Tickets

Keep the relationship between associated tickets whilst giving each its own lifecycle and ownership allocation.

Submit Forms

Custom end user or customer forms can easily be integrated with existing internet and intranet web sites.

Automatic Ticket Routing / Assignment

Issues can be automatically allocated based on issue categorization or keywords within an email subject line or message body.

Team Working

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 a particular issue to work on.

Escalation

Create sophisticated escalation rules to ensure your service level agreement goals and commitments such as response and closure time are met.

Operational Hours

Configurable operational hours and holidays can easily be specified ensuring SLA compliance reports are accurate.
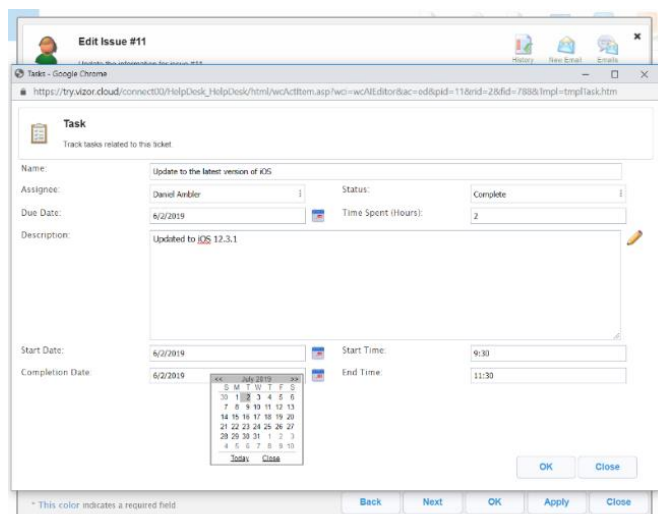
Unlimited Queues

There is no limit on how many queues you can create and who has access to them.

Owners and Business Analysts

Appoint an Owner, a Business Analyst and a Super User for each category of a ticket. Business Analysts and Super Users also have specific roles and receive specific notifications according to your internal processes.

Round Robin Ticket Assignment

Helpdesk incidents can be automatically assigned to members of the ServiceDesk team on a round robin basis.

Helpdesk Tasks

One or more Tasks can be assigned to an Incident or Problem record. Tasks help IT establish clear procedures or steps related to the issue. Tasks are particularly useful when more than one person is working on a specific issue, permitting simple allocation of each sub task to each individual responsible. Tasks can also be used as Checklists to save time and standardize processes such as new equipment build procedures.

Maximum Requests Per Day

Managers can limit the number of requests for the same due date. This helps managers enforce

limits based on the capacity of their team. This is also available for asset requests.

Blackout Dates

Managers can set blackout dates for requests based on the due date. This can be used to enforce limited team capacity during holidays, special events and vacation periods. Also available for asset requests.

EFFICIENCY FEATURES

New Employee Onboarding

Automatically create tickets or change requests to support the onboarding of new employees based on their role.

Paste Images / Screenshots

Users can simply paste an image or screenshot from their clipboard. In addition to uploading files, end users can paste images as they would do into an email or Microsoft Word document.

Time Tracking

Track which users, customers, departments and ticket types are consuming your team's time with sophisticated time tracking capabilities including a stop watch and manual time entry.

Activity Log

Clear and readable Activity summarizes the ticket history including all emails sent and received related to ticket.

Categorization

Easily create incident and changes categories appropriate to your organization. Categories and any number of sub-categories can be linked permitting automatic filtering.

Colour Coded and Flag Icons

Helpdesk incident properties such as Priority and Escalation can have colours and flag icons assigned to them in the summary list. This helps analysts identify at a glance issues which require their attention at a glance.

History and Audit Trace

See an automated and detailed History for every ticket. Know who changed what, when and from where. History includes the source computer/IP address in addition to the user, time and change for the best security and audit trace.

Flexible Workflows

Implement any workflow requirements to ensure your Service Desk is efficient. If your needs change, it is very easy to configure VIZOR to grow with your organization, implement different workflows and reflect your new policies.

COMMUNICATION FEATURES

Template Reponses

Save time with canned responses to frequent queries. Ensure your standards are met using customizable email templates for the responses and add macros to templates to automatically personalize replies.

Communication Received

Helpdesk incidents requiring attention after an end-user or customer update can be more easily identified with a new *Communication Received* flag. Incidents are flagged as Communication Received when VIZOR receives a related email from the end-user or when the incident activity is updated by the end-user via the self-service portal.

ADMINISTRATIVE FEATURES

Customizable UI, Data Fields & Workflows

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.
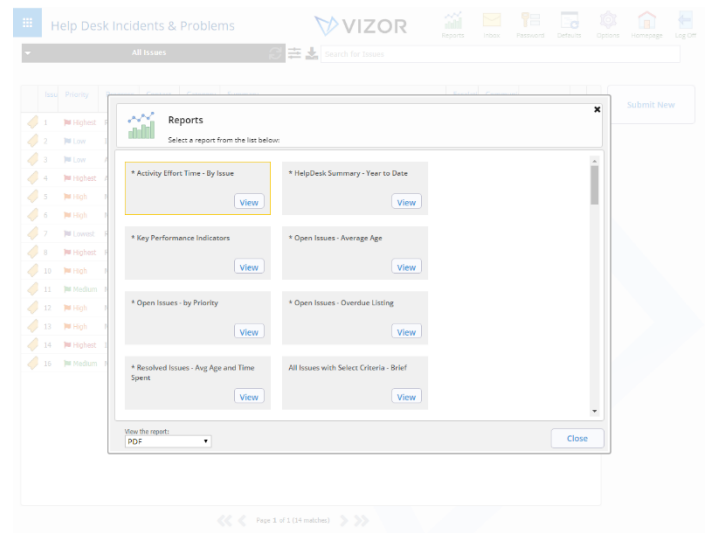
Report Library

Over 50 service management reports are available out-of-the-box. Trends can be analysed by time, analyst, topic, and any other metrics, keeping managers informed and prepared for future incidents.

Wallboard Mode

VIZOR's dashboard can be configured in wallboard (TV dashboard) mode for organizations with a mounted office screen. This provides all team members with a glanceable view of KPIs such as open incidents.

VIZOR has been officially certified as ITIL® compatible by PinkVERIFY™, an independent and internationally recognized ITIL tool assessment and certification body.

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