



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.

VIZOR is available in the cloud or on-premises

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.

QUICK LINKS

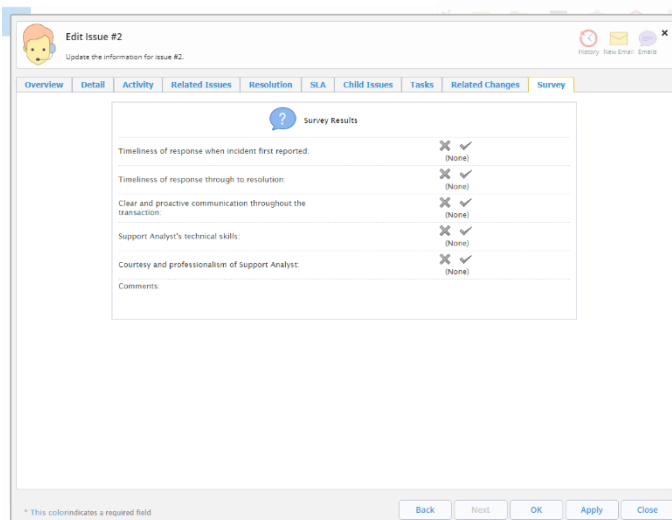
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VIZOR follows ITIL practices.



The screenshot shows a web application window titled 'Edit Issue #2' with a sub-header 'Update the information for issue #2'. The interface includes a navigation bar with tabs: Overview, Detail, Activity, Related Issues, Resolution, SIA, Child Issues, Tasks, Related Changes, and Survey. The 'Survey' tab is active, displaying a 'Survey Results' section with a question mark icon. The survey contains five questions, each with a dropdown menu and a checkmark icon. The first four questions are: 'Timeliness of response when incident first reported', 'Timeliness of response through to resolution', 'Clear and proactive communication throughout the transaction', and 'Support Analyst's technical skills'. The fifth question is 'Courtesy and professionalism of Support Analyst:'. The 'Comments' field is empty. At the bottom, there are buttons for 'Back', 'Next', 'OK', 'Apply', and 'Close'. A small note at the bottom left states '* This color indicates a required field'.

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