



### BOSSDesk Incident Management

BOSSDesk Incident Management ensures that normal service operation is restored as quickly as possible and the business impact is minimized. Service requests can be submitted via a self-service web portal or by using the integrated email to ticket functionality, thereby ensuring quick resolutions of issues. A powerful routing capability can automate repetitive and complex tasks to both reduce cost and provide a great ROI.

#### BOSSDesk Incident Management Benefits

##### Improve Response Times to Address User Problems

Through the use of the Self Service Portal and Knowledgebase technicians can spend less time going back and forth with the user to understand their problems and therefore can significantly improve response times

##### Improve User Satisfaction

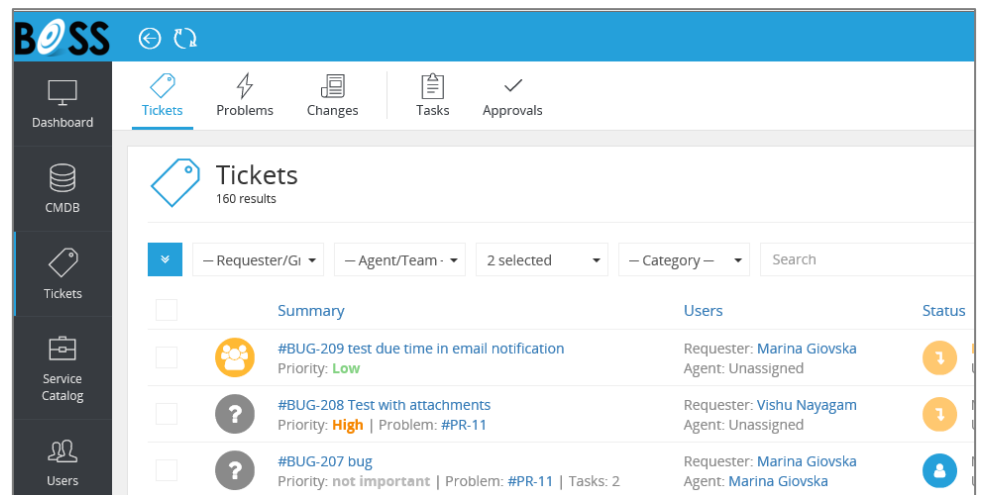
Giving user easy online access and keeping them informed of their requests can significantly improve user satisfaction

##### Ensure the Right People Are Assigned to the Request

The routing engine can be configured to ensure that the most appropriate available resource is assigned to address each request, and “watchers” can be included to stay informed

#### INCIDENT TRACKING

An effective ticket management solution to streamline service to internal and external users. The system makes it very easy for users to submit or track service incidents and requests. Multiple departments can manage their tasks independently to agreed service level targets. The product incorporates a powerful workflow or routing engine that enables tickets to be automatically assigned to the appropriate resource.



#### POWERFUL ROUTING ENGINE

BOSSDesk has a powerful routing engine for implementing workflows and enables tickets to be automatically assigned to the appropriate technicians or teams based on need. The schedule ticket option enables you to schedule tickets in advance for tasks like preventive maintenance, data back up and any other routine tasks. Criteria can be set to automatically escalate and notifications can be sent for tickets that have not been assigned or dealt with in a specified time period.

## BOSSDesk Features

### INCIDENT MANAGEMENT



Comprehensive ticket management solution for managing incidents

### PROBLEM MANAGEMENT



Find the root causes and prevent problems from impacting business

### CHANGE MANAGEMENT



Understand and minimize risks of changes to the IT environment

### ASSET MANAGEMENT



Manage all types of assets across the service lifecycle

### SERVICE CATALOG



Easy for users to enter requests and for admins to customize

### DASHBOARD & REPORTS



Reporting capability that enables effective service management.

### SELF SERVICE PORTAL



Provides easy access for users to report incidents and request services.

### MOBILE APPS



Technicians can update their work orders and track assets remotely

### CONFIGURATION & TOOLS



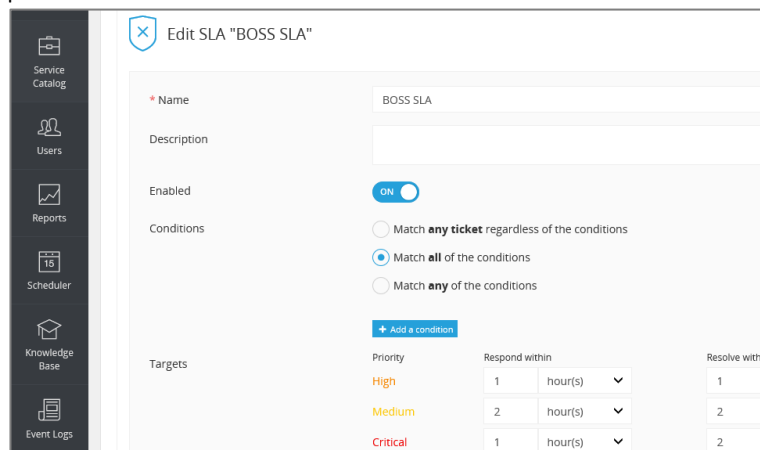
Interface and tools that can provision & manage the IT environment.

## EMAIL2TICKET

The Email2Ticket feature allows users who want to send an email with an issue rather than entering it manually. Emails to a specific address will automatically create a ticket or work order in BOSSDesk. The shared inbox enables your team to collaborate and resolve issues

## SLA MANAGEMENT

Service Level Agreement (SLA's) management ensures that goals are met. With BOSSDesk you can specify the various escalation rules for the required service level agreements and specify the various thresholds required for both a response and resolution of the ticket. BOSSDesk will automatically escalate the ticket to ensure that appropriate SLA is achieved and produces management reports with performance metrics.



Priority	Respond within	Resolve within
High	1 hour(s)	1
Medium	2 hour(s)	2
Critical	1 hour(s)	2

## TASK SCHEDULING

Tasks can be assigned and associated for each ticket. These tasks can either be assigned as part of the workflow specified in routing or new tasks can be entered initially for each ticket. Tasks can be assigned to different people or teams and have to be completed before the associated tickets can be closed. Task are displayed for each ticket and the Tasks screen displays the status of all tasks assigned from all tickets.

## TIMESHEET TRACKING

BOSSDesk allows technicians to enter timesheet for each incident and timesheet from multiple technician can also be entered for each incident. Timesheets provide for tracking of expenses by department and whether billable or non billable and reports can be generated to display expense by the various categories and for the company as a whole.

## USER SATISFACTION SURVEYS

Satisfaction Surveys can be created and sent to users at specified intervals to determine the quality of the services provided.

The survey questions can be fully customized and the user asked to rate the service provided using a rating scale that can be customized.

## EMAIL NOTIFICATIONS

Automatic email notifications can be specified for any changes to tickets in the system. Various forms of notifications can be turned on or off for ticket requesters, agents, teams or watchers. Watchers are those people that have access to watch the progress of any ticket resolution while not being involved in the resolution.

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