

# BOSSDesk – Self Service Portal

## ITIL Service Management on the Cloud



### BOSSDesk Self Service Portal

BOSSDesk provides a better user experience by making it extremely easy for users to select, enter, track and if necessary approve service requests. The self-service web portal is easy to use and when combined with the knowledge base can significantly improve efficiency of IT service delivery. The Service Catalog allows technician and administrators to build custom forms to address a wide range of service needs for users in varying user groups, functions or departments. Other features such as single sign, and password reset both improve efficiency and customer satisfaction.

#### BOSSDesk Self Service Portal Benefits

##### Improved Efficiency by Providing Easy Access to User Data

Response time is reduced as technicians have direct access to all user details and contact information

##### Reduced Cost and Improved User Satisfaction

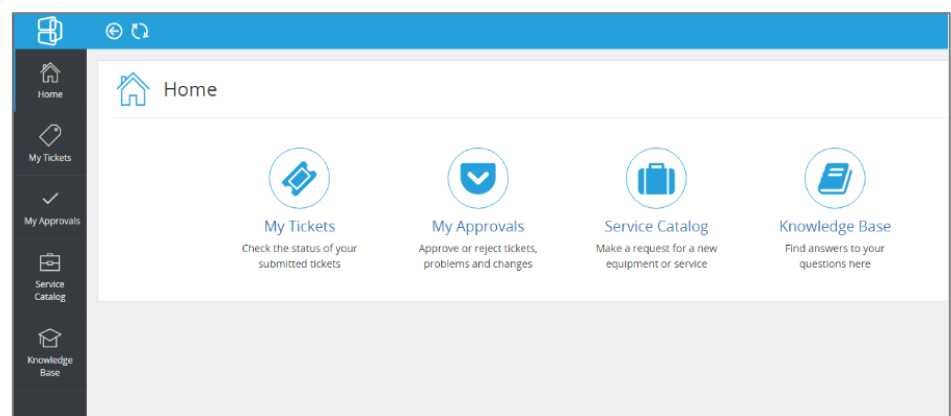
With many easy and efficient ways to enter and track requests including the online Service Catalog or via email to ticket, user satisfaction is improved and service costs reduced

##### Improved Security through Definition of Roles

Security is enhanced as access to restricted data and reports is controlled by the roles and responsibilities specified for each user of the system

#### USER SELF SERVICE WEB PORTAL

The self-service web portal is an easy to use interface, and helps users launch services requests, manage incidents, and access vital information on line. This speeds up ticket creation and minimizes errors. Service Catalog forms can be customized to meet the needs of various user groups. Service Catalog can be customized for many organizational needs like Facilities Management, HR, Purchase requests and Employee Onboarding. Any approvals required by the user are also displayed on the user portal screen.



#### KNOWLEDGE BASE

The knowledge base allows end users to get instant answers by whenever they need it. Technical information and documentation, can be shared along with product tutorials, answers to frequently asked questions, and other tips in a single convenient place. Creating an effective knowledge base, not only will improve resolution times but you will also reduce ticket volume. The knowledge base is administered by technicians but users can indicate whether the tip was helpful or not.



## 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



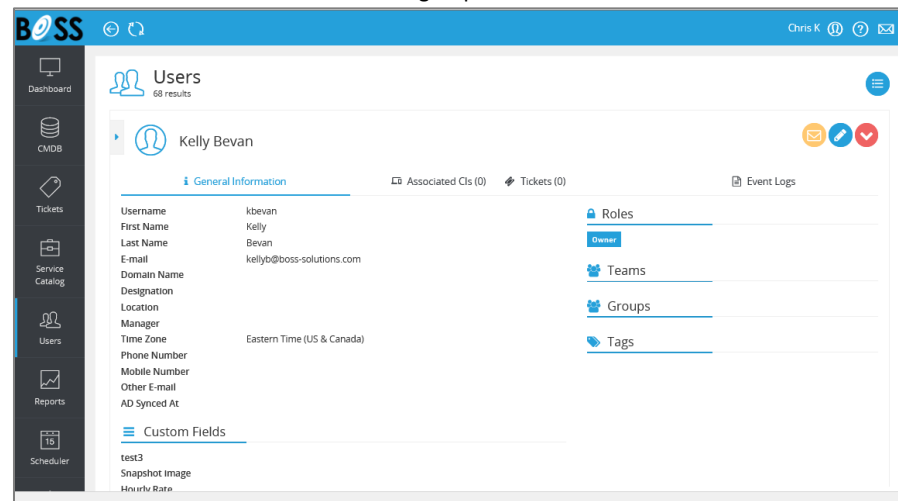
Interface and tools that can provision & manage the IT environment.

## SINGLE SIGN ON AND PASSWORD RESET

Using Active Directory credentials, single sign on allows users to access BOSSDesk without requiring a separate sign-on. Should users change their password in Active Directory then the password will also be changed in BOSSDesk. The Password Reset capability simplifies and secures the password reset process for end users. This will reduce calls to your Service Desk and let users reset their own passwords through a series of security questions.

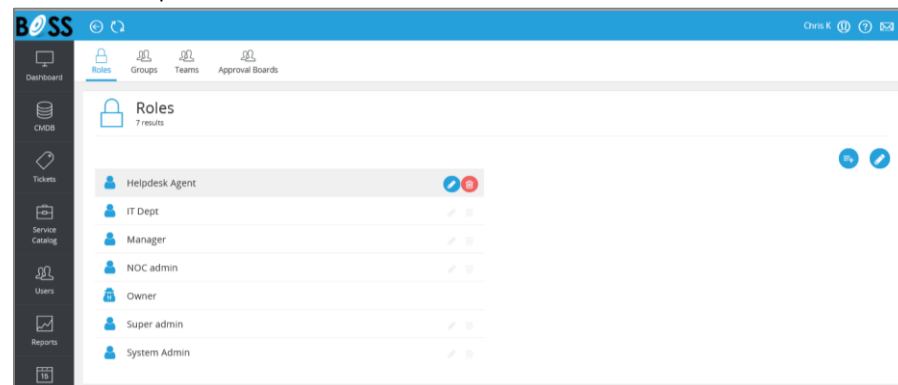
## IMPORTING USER INFORMATION

All user information can be imported from Active Directory and the information is displayed on the User Screen. Information can include standard fields for all typical contact details and Custom Fields can be specified to meet the requirements of the business. Roles can be specified for each user and users can also be included in various user groups.



## ROLES AND PERMISSIONS

User permissions are important to make sure that users only get access to the features and capabilities that they need. Different permission can be established for different class of users, and BOSSDesk allows any number of roles to be defined with customizable privileges. Change Management controls the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.



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