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 features 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

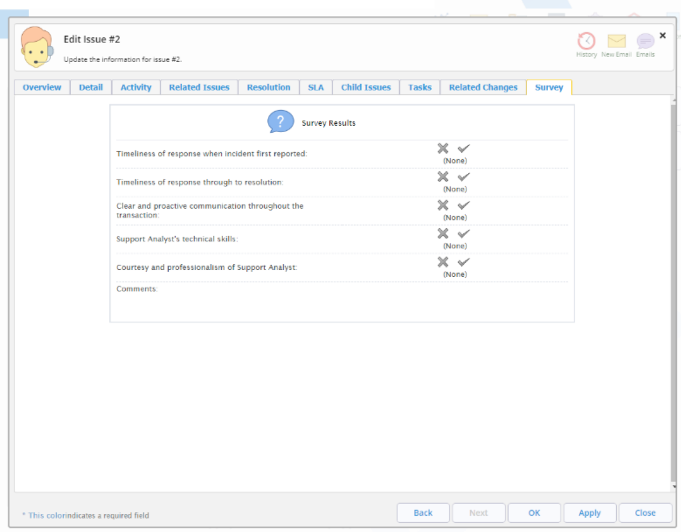
Automatic discovery of Windows desktops, laptops, servers, printers, routers and switches to populate your hardware and software inventory.

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.



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

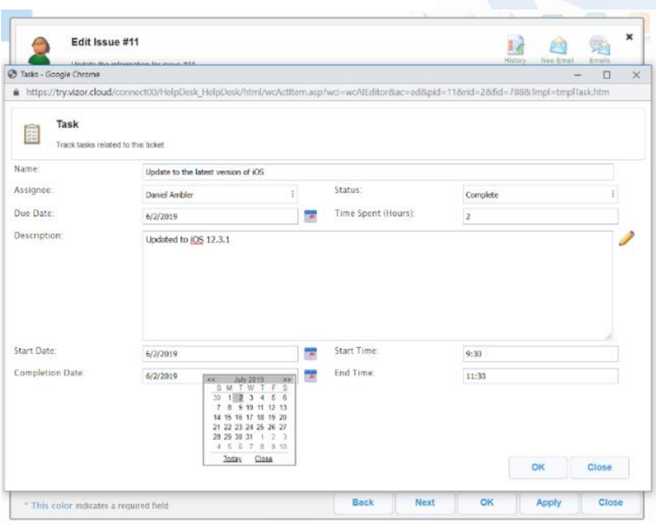
There is no limit on how many queues you can create and who has access to them.

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.

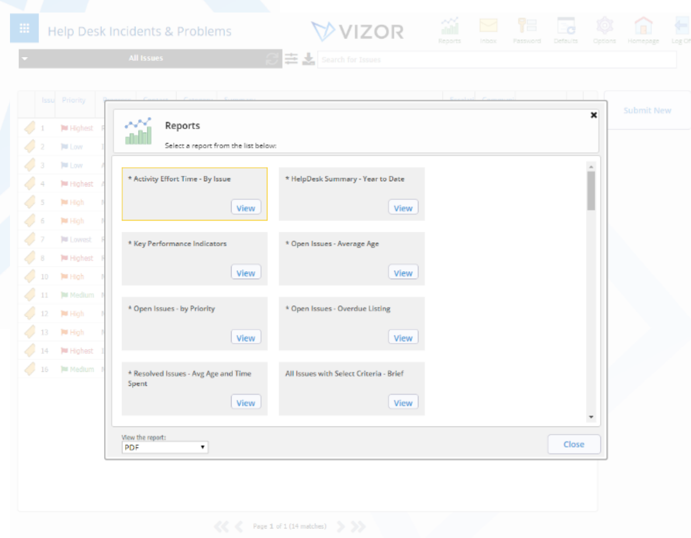
Communication Received

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

Users can filter tickets by status, owner, or contact. 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.

INTEGRATIONS

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.

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.

It is possible to import from Excel!

VoIP Integration

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

VIZOR is an award-winning tool that follows ITIL best practices.

CONTACT US

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