

Netcellence Technologies

Bringing Software-as-a-Service (SaaS)

Helpdesk 2.0 Datasheet

Helping you Serve your Customers better

HELPDESK

Helpdesk is the Control Dashboard to Log, View, Assign and Resolve Customer Queries, Requests and Trouble Tickets.

ON DEMAND SOLUTION

With no IT Infrastructure footprint, it empowers the support departments to do their job Online, Anytime Anywhere, 24x7x365.

Software as a Service

Software as a Service is the subscription based On Demand software delivery model, whereby the Software Application is delivered and used as a Service, rather than buying it as a product, thus eliminating the per user licensing cost.

Ticketing and Email Management

- Support Ticket can be logged in by:
 - ✓ Sending Email to Support Email Address
 - ✓ Web Interface as Logged In User
 - ✓ Web Interface without Logging In.
- Email Notification for all Transactions and Changes
- Public/Private Ticket Comments
- Any number of File Attachments, subject to max size limits.
- Multi-level Support Group Definitions
- Tickets show in queue of all support Personnel configured to be responsible
- Incoming Emails Generate Tickets
- Update Ticket by Replying to Email
- User Identification/Classification based on Location/Departments.
- Tickets Private to each User
- Support Personnel can work and re-assign ticket to another person, in case different persons are responsible.
- Customizable fields
- Configurable Email Text
- Automatic User creation on logging Ticket.
- Company Logo can be uploaded.
- Customizable Fields can be made private.
- Audit Log for all changes
- Escalation Matrix can be configured for each state of the ticket
- 3-level Ticket Classification system gives much granularity.
- Powerful Ticket Search interface.
- Ticket data can be saved/exported in XML
- Report can be downloaded in CSV.
- Priced Per User Per month, subscription based.
- No additional investment in Hardware/Software.
- Works on IE6/7, Firefox Internet Browser.

SMS Alerts

- Completely configurable when to raise SMS Alerts and to whom.
- SMS Text created from templates.
- Priced fixed cost per month + Cost of SMS.

Knowledge Management

- Public/Private Articles
- Articles can be classified similar way as Tickets so as to do easy association
- Additional classification possible for tickets.
- Knowledge Articles needs to be approved to be published
- Additional File attachment possible for Knowledge base.
- Public Knowledge Base can be seen without Logging In, on Web Interface.
- Priced per storage Unit

Asset Management

- Can be user to Manage IT as well as Non-IT Assets
- Each Customer can define what information they would like to manage about IT or Non-IT Assets
- Assets can be assigned to User, Departments, Location, Groups.
- Asset Reports in CSV (Excel) or XML
- Powerful Search Interface.
- Each Asset can have any number of Asset Components
- Asset Components can have independent information fields or can be tagged along with Assets
- Fixed price per organization per month.

In house VM Version

- VM Version can run on any standard hardware running Windows/Linux.
- Can be installed in house for added data security.

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