

# 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.

## Netcellence Technologies

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