



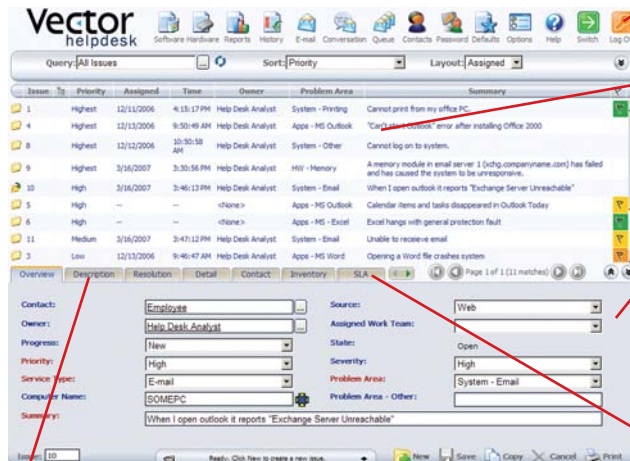
## Vector HelpDesk v5.5

### Web-based Service Management

The foundation of any successful service management organisation is its issue tracking system. It must provide robust management of workflow. User problems must be allocated without delay to the most appropriate resource, escalated when necessary, and resolved within expected time limits. Constant use by support staff requires an ergonomic and intuitive interface, customised to the way the organisation works.

Vector's HelpDesk is Web-based to provide ease and consistency of provision, and the flexibility of access from any browser. HelpDesk is modular in its internal design. Its set of functions integrate to form a flexible, richly featured, scalable and easy-to-use foundation for effective service management and user support. HelpDesk is derived from Vector's generic Issue Tracker technology, with default UI views, data fields and workflow templates that reflect the particular demands of IT end-user support.

#### Typical HelpDesk Console View



#### Shortcuts

Many popular functions are available through these shortcuts to save time and training.

#### Customisable List Views

Any number of List Views can be created, and selected from the drop-down Query List. The View is defined as a query with selection criteria and custom columns. Sort order can be changed at any time from a drop-down list.

#### Work Team Support

HelpDesk provides extended team functionality through the new Work Team capability. Users can belong to a Work Team. Issues can be assigned to a Work Team, manually or through workflow rules. Users can then query for issues assigned to their specific Work Team and select a particular issue to work on. Vector HelpDesk ensures that an issue is correctly managed across members of a Work Team in terms of the relevant SLA.

#### ITIL-oriented SLA support

HelpDesk provides the ability to define, document, manage and monitor Service Level Agreements. An SLA defines the Service Level that a specific Service Type (e.g. E-mail) must have for particular groups of end-users. HelpDesk provides the ability to define and manage Service Levels, like Gold, Silver and Bronze. Automatic reminders and reports provide the necessary framework to review and report performance of the service for each agreement.

In order to avoid failures in the levels of performance of the service, a Service Level must be monitored. This is done through the Escalation Rules. Each Service Level has Escalation Rules that will ensure the Service Level goals are met on time, automatically assigning and re-assigning the issues and sending appropriate e-mail notifications.

#### Customisable Tabbed Views

Each HelpDesk installation can be created with its own set of tabbed Views, although many users find the default set of tabs meets their needs. Within each tab, the fields can be edited and expanded as required.

#### Parent/Child Issue Relationships

Several submitted issues can refer to the same problem. In order to track these issues in a centralised and efficient way, it must be possible to associate related issues to a master or parent issue. The issues that are associated to a master or parent issue are referred as child issues. HelpDesk provides support for managing issues that require Parent/Child relationships.

### E-mail integration

From v5.5 onwards, Vector HelpDesk incorporates a powerful **Mailbox Workflow** rules engine to analyse incoming issue emails. Depending on the interpretation of the email content, the rules system invokes defined actions such as optimal routing for the issue, or can initiate another process.

In Vector's experience, many dispersed organisations use multiple mail servers. In response, HelpDesk provides **Multi-server Email configuration** that enables the Mailbox Workflow engine to monitor email from multiple accounts and multiple e-mail servers. This capability is of course Web based so configuration details can be changed at any time, from anywhere.

### Issue History

Following the automatic generation of a new issue from an incoming new issue email, all email traffic generated in the course of submission, investigation and resolution of an issue is automatically linked into an easy-to-view issue History.

Issue Histories are particularly important as audit trails, where the sequence of events and communications that make up an issue's life can be examined – for example in resolution of a dispute over support performance.

These histories also support **issue text search**, facilitating finding related issues. Average issue resolution times can be greatly reduced if analysts can exploit previous issue resolutions.

### Knowledge Base Views

Knowledge Base views are a vital aid to support analysts under pressure to achieve issue resolution within the time lines mandated by the relevant SLA. Knowledge Base articles are read-only files and are accessed through a view with special features such as simple search, enhanced layout, enhanced look up, etc. Analysts can benefit from the record of others' experiences in solving issues similar to the one they are dealing with. Experience shows this is a highly valued feature when introducing the discipline of SLAs to a service team.

### Integration and Add-ons

Vector's HelpDesk is the cornerstone of the Service Management Pro solution, which includes asset Discovery, Inventory and Mapping, and PC-Duo Remote Control. Please consult your supplier or visit [www.vector-networks.com](http://www.vector-networks.com) for more information on these solution components.

### Streamlining Support

Support operations gain a further boost in efficiency from the new on-line **Self-service issue View**, which end users can use to both post issues to the help desk and review the status of their issues at any time without using analyst time. This view can also be used by the end user to add further information for the analyst – reflecting the reality that frequently the end user realizes there is more information for the analyst, at some time after posting the issue.

As an alternative to connecting to a Website, users can request an **Emailed status report** at any time, simply by clicking a 'mailto' link that is sent out with the initial response to the receipt of the issue.

**Edit E-mail Integration Account**

**Incoming E-mail Server (POP)**  
HelpDesk can be configured to watch specific E-mail addresses and automatically create issues from the e-mails sent to it. Enter the details for an address you want HelpDesk to watch.

**Account Information**  
Email Address: support@bcs.org

**Server Information**  
Hostnames: mail.bcs.org  
Port: 110

**Logon Information**  
Logon: SupportUser  
Password: \*\*\*\*\*

**Mail Handling**  
Mail-handling rules determine how messages sent to this account are converted to issues. The rules are processed in order. If all the conditions of the rule are met, the actions of the rule are executed, and no more rules are evaluated. If all conditions are not met, the next rule is evaluated.

Rule Name	Action Type	
Send Status Report	None	Add...
Link to Issue	Link	Edit...
Create new Issue	Create	Copy...
Add E-mail to Queue	Queue	Disable
		Remove

**Issue Completion**  
Issue-completion rules determine the values that will be given to each field in an issue. Click Edit Mapping to specify the issue fields that can be copied from the e-mail. Click Edit Defaults to specify default values for non-mapped fields.

Enable this integration.

OK Cancel



### Further Information

For further illustration of the HelpDesk Console, please navigate to the HelpDesk Screenshot Gallery at [www.vector-networks.com](http://www.vector-networks.com), where you will also find a link to an online demo installation.

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