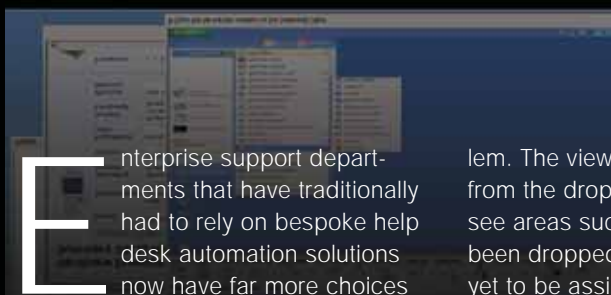




PC-DUO HELPDESK ISSUE TRACKING V3.0



Enterprise support departments that have traditionally had to rely on bespoke help desk automation solutions now have far more choices thanks to the new breed of products starting to come onto the market. The HelpDesk Issue Tracking (HIT) utility is a fine example as it is designed to provide easily accessible web-based support issue and workflow management tools plus good reporting facilities ideally suited to a wide range of businesses.

Managed from a central web server, HIT can use distributed SQL Server databases or be installed in its entirety on a single system, and in both cases there's no requirement for the deployment of any client tools. Support engineers can access the HIT web server remotely, allowing them to view support calls and progress reports, update the status of outstanding support issues and view a wide choice of reports and graphs.

HIT is organised into projects which contain a database for storing all issues along with definitions comprising areas such as queries and reports. When a support member logs on they can choose which project they want to view and are then presented with a very tidy web page showing outstanding issues, their owners, the priority attached to them and a brief summary of the prob-

lem. The view can be changed instantly from the drop-down menu so you can see areas such as issues that have been dropped or are resolved, issues yet to be assigned and those being dealt with by other support staff.

The chain of events for dealing with support calls is very intuitive. When a user encounters a problem they log on to the HIT web site to access an employee view where they raise a new issue and provide details of their dilemma. Note they are only allowed to submit new issues and cannot change the status of existing ones.

Support leaders will be logged into the HelpDesk view where they can see all new issues, assign them to owners and enter anticipated start and end dates. At this stage the engineer or analyst can add their own comments and progress reports, enter the amount of time the problem consumed and close successfully resolved issues.

Reporting needs to be good and HIT doesn't disappoint, as it provides plenty of easily accessible information and graphs. Managers can pull up summary reviews of support issues - and with Crystal Reports in the background you know custom reports are going to be easy to create.

As HIT is part of the PC-Duo Enterprise suite there are plenty of optional features that can be added to make it an

even more powerful tool. For starters, you have one of the best remote access tools on the market with PC-Duo Remote Control. This provides a wealth of support features allowing engineers to easily take over a client's system and troubleshoot it from the comfort of their own desk. Integration with HIT is very slick as you bring up an outstanding issue from the overview tab, where you'll find an icon next to the computer name which will fire up a remote control session with a single click.

Next up comes PC-Duo Inventory, which we have found offers unparalleled accuracy with its workstation hardware and software scans. The information is gathered into sites which can be integrated into HIT, allowing engineers to see a complete picture of all workstation hardware and software.

PC Duo HelpDesk Issue Tracking is a remarkably simple solution for organising and monitoring user and customer support issues. It's very simple to install and use with good centralisation and can be easily customised and adapted to suit specific business procedures. **NC**

Product: PC-Duo HelpDesk Issue Tracking v3.0

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Price: 1 license - £1,320.00 ex. VAT