

BAdmin User Helpdesk

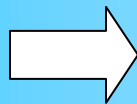
Content:

- Software for Helpdesk
- BAdmin UHD: Meeting demands (I)
- BAdmin UHD: Meeting demands (II)
- BAdmin UHD: further properties

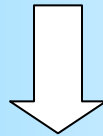
User Helpdesk

Software for
Helpdesk:

- Administrating orders
- Accounting orders
- Review order history
- Knowledge Management



Pre-defined demands exist



Software has to meet these demands

BAdmin UHD

Meeting Demands (I):

- Administrating orders
 - Easily creating new orders either by IT-support or by user
 - Enter detailed order description, progress on order
 - See all orders for certain hardware
 - Extensive analyses of orders possible
 - Print individual order form
 - Classification in several problem categories possible
- Accounting orders
 - Automatic calculation of order duration (personnel costs), deposit additional costs
 - Automatic bill-creation possible

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Meeting Demands (II):

- Review order history
 - All orders for a certain hardware can be seen
 - Inactive orders can be seen for certain time periods
- Knowledge Management
 - KnowHow-Database building-up itself
 - All orders can be searched for text
 - User may access the KnowHow-database and can possibly solve his own problem (e.g. computer not booting)

BAdmin UHD

Further properties:

- Detect permanent trouble makers (Hardware – Software – User)
- Add / change problem categories
- Define access to the database (administrators / users)
- Administrate orders in one (!) window
- Automatically assignment of orders to administrators or groups
- Integration of Service Levels
- Installation on Windows-, Unix- and Novell-servers possible
- Full data export possible (as *.XLS, *.DOC, *.PDF, *.XML)