

HelpLINE Frequently Asked Questions

GENERAL

Q. How is HelpLINE licensed?

A. HelpLINE is licensed by the number of concurrent users logged on to HelpLINE. Support analysts (agent) and customers (Self Service) are counted separately. Management and administration facilities are not licensed. Some of the advanced features are separately licensed.

Q. Some of our customers have many contacts within the same company or department, but with different contact details. Can HelpLINE store their separate details in a hierarchical fashion?

A. Yes, HelpLINE will do exactly what you want. You can define whatever hierarchy that you need for your customers – for example Company/Department/Contact or Division/Department/User or Company/Division/Section/Contact, etc.

Q. How do I know whether I need HelpLINE Standard or HelpLINE Advanced?

A. HelpLINE Standard is aimed at the typically smaller organisation with less-complex needs, giving you a cost-effective basic product, only paying for those additional modules that you require. HelpLINE Advanced is aimed at typically larger organisations with more complex needs, where you get the complete functionality spectrum at an all-inclusive price.

Call us to discuss your requirements, and we can advise on the most cost-effective solution for you.

Q. Why would I want a Hosted solution?

A. HelpLINE Hosted is ideal for those organisations that do not have the technical resources to dedicate to maintaining a sophisticated software system. All the installation, configuration and administration of the system are performed by our expert hosting team, leaving you to manage your Service Desk. You benefit from the same support and consultancy services as an installed HelpLINE solution, without having any of the technical worries.