Help**LINE** Frequently Asked Questions
SERVICE DESK MANAGER

Questions you might ask about HelpLINE's suitability for your service desk.

Q. We are merging the various help-desks across our organisation into a single Service Desk, supporting both internal users (for their IT infrastructure and facilities) and external users (using products we have sold them). Can we use HelpLINE to support all these users?

A. Yes, HelpLINE allows you to run multiple databases for different types of customers or incidents, which you may want to use in different ways. If you have completely separate customer-bases for the different types of support, you can easily create separate HelpLINE databases for them (e.g. one for internal IT support, one for external product support). These can be customised differently, to collect different information for the different types of incident.

Alternatively, if you are supporting the same customer-base but with separate categories of incident (e.g. IT support and Facilities management), then HelpLINE can use a single database but prompt for different information according to the category, when a new incident is reported.

Q. Can HelpLINE show at a glance which incidents are close to breaking their Service Level Agreement?

A. Yes, HelpLINE can escalate each incident according to the applicable SLA, and display incidents at each escalation level with a different colour. You can also create a custom dashboard report, automatically generated every few minutes (to your intranet if you wish), to show you a real-time snapshot of the Service Desk status.

Q. Can HelpLINE support a 2-stage closure process, to request approval from our customers before their incidents are closed?

A. Yes, you can implement this type of work-flow with HelpLINE. Call us to discuss your specific requirements.

Q. Can I implement work-flow within HelpLINE to enforce approval from a manager before certain types of incident are closed?

A. Yes, you can implement this type of work-flow with HelpLINE. Call us to discuss your specific requirements.

Q. How do I implement Problem Management in HelpLINE?

A. Depending on your requirements, you can either implement a simple Problem Management system in the same database as your Incident Management system (with a field to indicate whether each case is an Incident or a Problem), or you can create a separate Problem Management database that interacts with the Incident Management database.

We can advise you on the best method for you, depending on the complexity of your requirements.

Q. Can our customers check the status of their incidents without bothering our Service Desk?

A. Yes, you can allow your customers to logon to HelpLINE Self Service and view the status of their own incidents. Alternatively, you can create a simple Service Request form on your website, and automate both its processing and the sending of the requested status to your customer.

Q. Many of our customers are experiencing the same problems. How can they help themselves without bothering our Service Desk?

A. You can create your own knowledge base in your HelpLINE database, based on the problems that your customers experience most often. Allow your customers to logon to HelpLINE Self Service and view/search the knowledgebase you have created. Your Service Desk personnel also have access to this knowledge base, to help them deal with common issues more quickly.