

# HelpLINE

## The Packages

HelpLINE Packages	HelpLINE Standard	HelpLINE Advanced
<b>Target audiences</b>	Aimed at small and mid sized growing businesses with a relatively small number of support staff who need an affordable but well specified solution.	A fully comprehensive suite of functionality for established organisations that wish to enable fuller ITIL based solutions and other features of the Advanced Edition.
<b>Size of organisation</b>	Small and medium sized organisations with 2 - 10 customer support staff supporting up to 10,000 customers.	Medium to larger organisations, typically those with 10 - 100 customer support staff servicing up to 100,000 customers.
<b>ITIL supported functionality</b>	<ul style="list-style-type: none"> <li>▪ Service Desk</li> <li>▪ Incident Management</li> <li>▪ Problem Management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Service Desk</li> <li>▪ Incident Management</li> <li>▪ Problem Management</li> <li>▪ Service Level Management</li> <li>▪ Change Management</li> <li>▪ Release Management</li> </ul>
<b>HelpLINE product functionality</b>	<ul style="list-style-type: none"> <li>▪ Web based interfaces for support desk and self service</li> <li>▪ Management facilities</li> <li>▪ Standard reports</li> <li>▪ Customisation facilities for:               <ul style="list-style-type: none"> <li>○ Web data entry screens</li> <li>○ Notifications (email, etc.)</li> <li>○ Automated reports</li> <li>○ Custom reports</li> <li>○ Templates for emailing, printing, etc.</li> </ul> </li> <li>▪ Automation facilities via ActivityScheduler Run Time Edition</li> </ul>	<ul style="list-style-type: none"> <li>▪ Web based interfaces for support desk and self service</li> <li>▪ Management facilities</li> <li>▪ Standard reports</li> <li>▪ Customisation facilities for:               <ul style="list-style-type: none"> <li>○ Web data entry screens</li> <li>○ Notifications (email, etc.)</li> <li>○ Automated reports</li> <li>○ Custom reports</li> <li>○ Templates for emailing, printing, etc.</li> </ul> </li> <li>▪ Automation facilities via ActivityScheduler Run Time Edition</li> </ul>
<b>HelpLINE Advanced product functionality</b>		<ul style="list-style-type: none"> <li>▪ Multiple service desk databases</li> <li>▪ Additional email integration               <ul style="list-style-type: none"> <li>○ Enter new incidents by email</li> <li>○ Enter standard “service requests” from website forms</li> <li>○ Update incidents, profiles and configuration details by email</li> </ul> </li> <li>▪ Application integration facilities               <ul style="list-style-type: none"> <li>○ Enter and update incidents, user details and configuration items from external applications or spreadsheets</li> <li>○ Integration with Active Directory</li> <li>○ Automatic logon via LDAP authentication available for all users</li> </ul> </li> <li>▪ Automated customisable workflow               <ul style="list-style-type: none"> <li>○ Automated problem, change, release management workflow</li> </ul> </li> <li>▪ Escalation and SLA management               <ul style="list-style-type: none"> <li>○ Elapsed time escalation</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>○ Stop-the-clock</li> <li>○ Target-date escalation</li> <li>○ Automated regular reminders</li> <li>▪ Automated customer surveys</li> <li>▪ Customised dashboard report</li> <li>▪ Automatic logon via LDAP authentication available for all users</li> </ul>
<b>Optional modules</b>	<ul style="list-style-type: none"> <li>▪ Change Management - For ITIL functionality</li> <li>▪ Release Management - For ITIL functionality</li> <li>▪ Additional email integration</li> <li>▪ Application integration facilities</li> <li>▪ Automated customisable workflow</li> <li>▪ Escalation and Service Level Management</li> <li>▪ ActivitySCHEDULER (Full Edition)</li> <li>▪ Automated customer surveys</li> <li>▪ Customised dashboard report</li> </ul>	<ul style="list-style-type: none"> <li>▪ ActivitySCHEDULER (Full Edition) to manage scheduled simple or complex interdependent activities that can be left to run unattended.</li> </ul>
<b>Hosted Service options</b>	Available as a hosted service solution.	Available as a hosted service solution.