

HelpDesk? Customer Care Center?
Incident Management? SLA? TIL?

How to offer service quality to the users and exploit the knowledge data base of our daily experience at the same time?

With IT platform's evolution the systems and applications require a more advanced and specialised user service. A lot of enterprises currently receive users' incidents and service petitions in various ways, like phone calls, text messages, emails or petitions directly addressed to the technician. The lack of knowledge about incidents

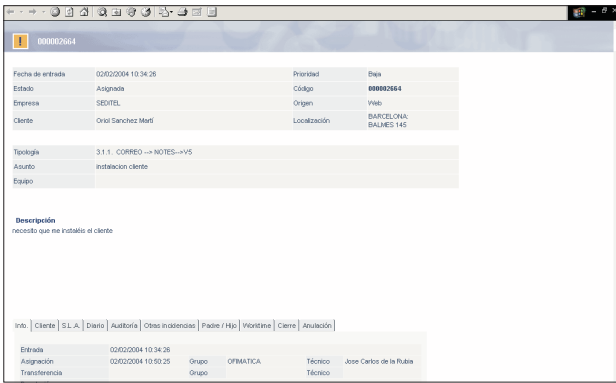
received or the time dedicated for solving them (not to mention about forgetting them...) finally results in a poor user service. Furthermore, the built up experience has no use without an easy accessible and scalable knowledge database. attend[®] HelpDesk/CS is an overall solution covering all the needs of the customer care department.

Ticket	Estado	Descripción	Asignado a	Asignado por
000002022	Asignada	502042105 Testar Rápidas	XP	Alex Usazi Ferrin
000002023	Abierta	502042132 perdida cargador	TELEFONIA FUA	Jose Perez Perez
000002024	Abierta	502042133 instalar driver sdb	ORACLE	Jose Perez Perez
000002025	Abierta	502042134 reinstalar el cliente	INSTALACION	Jose de la Rubia
000002026	Abierta	502042135 parar servicios	XP	Xavier Bascade
000002028	Asignada	502042143 recuperar ficheros	VARIOS	Carmen Puga Socarras
000002029	Abierta	502042146 cambio de terminal	TELEFONIA MOVIL	Alex Usazi Ferrin
000002030	Cerrada	502042148 consulta facturas	SAP	Jose de la Rubia
000002031	Pendiente de asignación	502042152 consulta al logo de la empresa	DISEÑO GRAFICO	Jose Perez Perez
000002032	Abierta	502042154 entrar al dominio de desarrollo	SISTEMA OPERATIVO	Carmen Puga Socarras
000002033	Abierta	502042156 instalar software	ADMIN REMOTO	Xavier Bascade
000002034	Abierta	502042157 consulta sobre finanzas	ADONIX	Alex Usazi Ferrin
000002035	Cerrada	502042158 crear nuevo grupo de soporte	ATTEND NOTES	Xavier Bascade
000002037	Abierta	502042203 vista original	SUGERENCIA	Jose de la Rubia
000002038	Abierta	502042204 alta en sap	GESTION USUARIOS	Jose Perez Perez
000002039	Pendiente de asignación	502042205 cambio extension	TELEFONIA FUA	Jose de la Rubia
000002040	Abierta	502042205 instalar access	OFIMATICA	Carmen Puga Socarras
000002041	Cerrada	502042205 ip fija	COMUNICACIONES	Alex Usazi Ferrin
000002042	Abierta	502042210 alta en aplicacion gastos	GESTION USUARIOS	Jose Perez Perez
000002043	Asignada	502042211 boton anunciar	DISEÑO GRAFICO	Jose de la Rubia
000002044	Pendiente de asignación	502042212 instalar xp	XP	Alex Usazi Ferrin
000002046	Abierta	502042214 instalar word	OFIMATICA	Alex Usazi Ferrin
000002048	Pendiente de asignación	502042214 instalar power point	OFIMATICA	Xavier Bascade

The result is a 100% web based application, easily integrable into the clients' IT environment, of high usability and big flexibility in the creation, assignment and tracking of incidents, allowing statistical information analysis and easy access and exploitation of the knowledge data base.

By this means not only a better user service, but also a better control of an incident life circle can be gained. Furthermore, the information supplied by the system can be helpful in taking decisions related to team performance, technician efficiency, coaching needs for engineers and/or users or service guidelines for clients and suppliers.



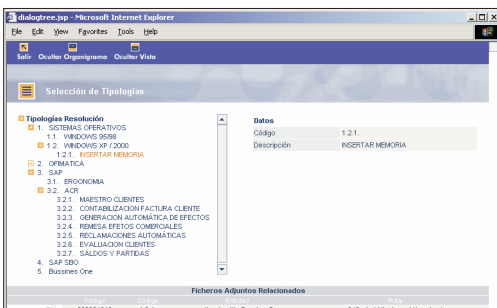


SPECIAL FEATURES

- Easy and intuitive handling
- High usability
- Adaptable to different database system environments
- Easy integration of other data sources
- Email integration (broad system for email notifications)
- Easy data access: lists sorted chronologically, by typology, customer, S.L.A...
- Easily adaptable to new requirements
- Integration into client IT environment

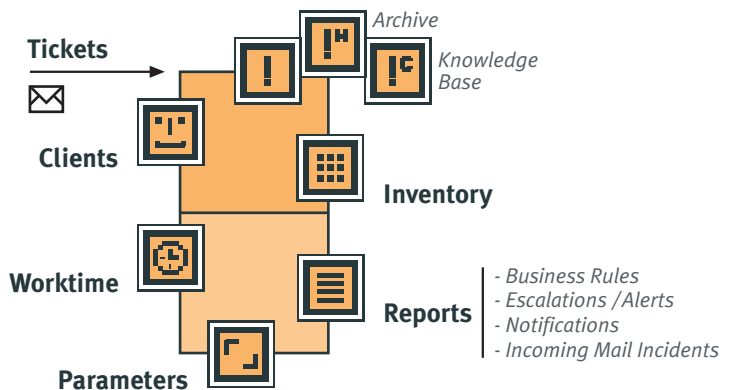
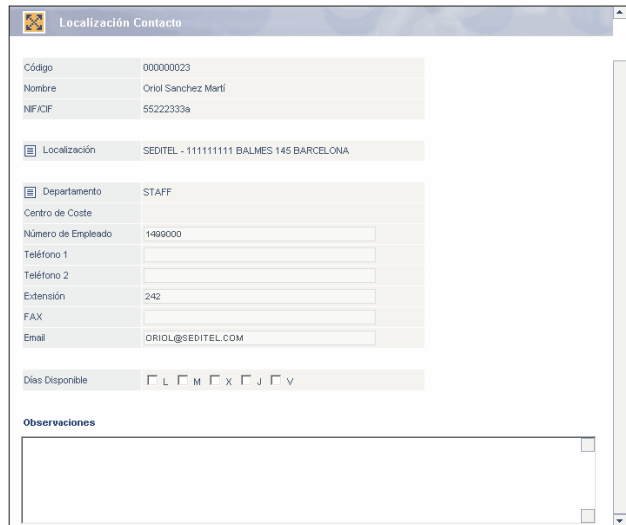
PRODUCT FEATURES ATTEND[®]HELP DESK CS

- Call and incident management
 - Incident data:*
incident date, id, assignment, state, priority, typology, details, etc.
 - Customer data:*
Code, full name, phone numbers, email, cost center, working center, department, etc.
 - Audit data:*
Dates, concept, author, values
 - Closing data:*
Date, closing code and comments, worktime
 - S.L.A. (Service Level Agreement) data:*
Time control: response time, closing time.
- Multiple SLA management, adapted to the company's individual characteristics.
- Forms personalised according to state, typologies, etc.*
- Contact management (companies and persons)
- Configuration of user profiles (administrator, operator, technician, team leader, client/end user)
- Automated response integration (by email as well as by ticket comment)
- Knowledge database
- Assistance in taking decisions
- Service agenda management (multi calendar)
- Reporting module (Crystal Reports)
- Statistical information analysis, a tool for the analysis of incident management
- Adoption and configuration of the typology or incident tree structure
- Automated assignment of groups, technicians, S.L.A.
- Inventory management
- Worktime



EXTRA VALUE OF THE CUSTOMER CARE/HELP DESK SYSTEMS

- Increased control about the whole life circle of an incident
- Better customer / user care.
- Creation of a knowledge database that allows solving the incidents in a more quick and effective way.
- Fast return of investment.
- The information provided by the system helps in taking decisions related to:
 - Team performance
 - Technicians efficiency
 - Coaching need for engineers and users
 - Commercial company policy about customer care



The mentioned brands and products are property of their producers and registered in their name.