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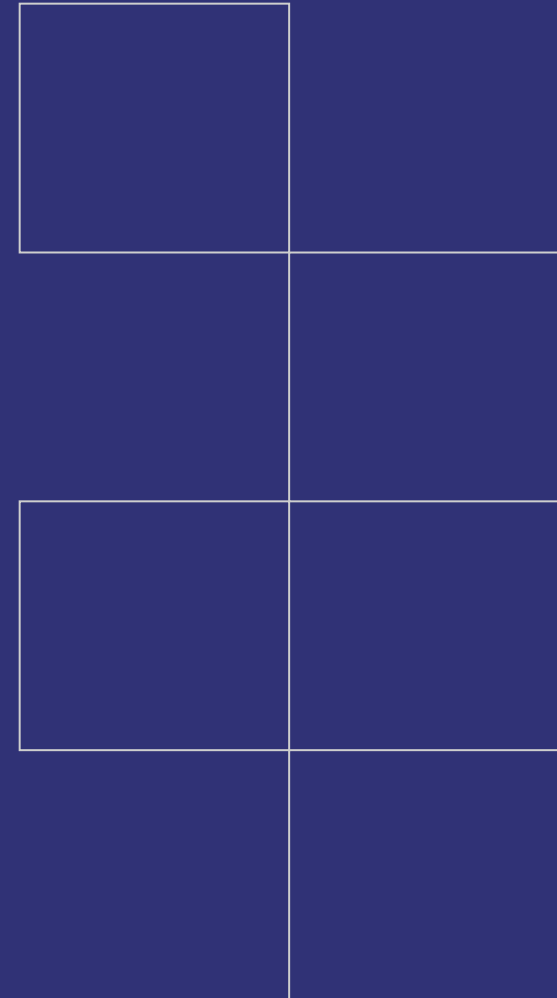
attend
CARING FOR YOUR SERVICE

SERVICE MANAGEMENT

DINAPTICA

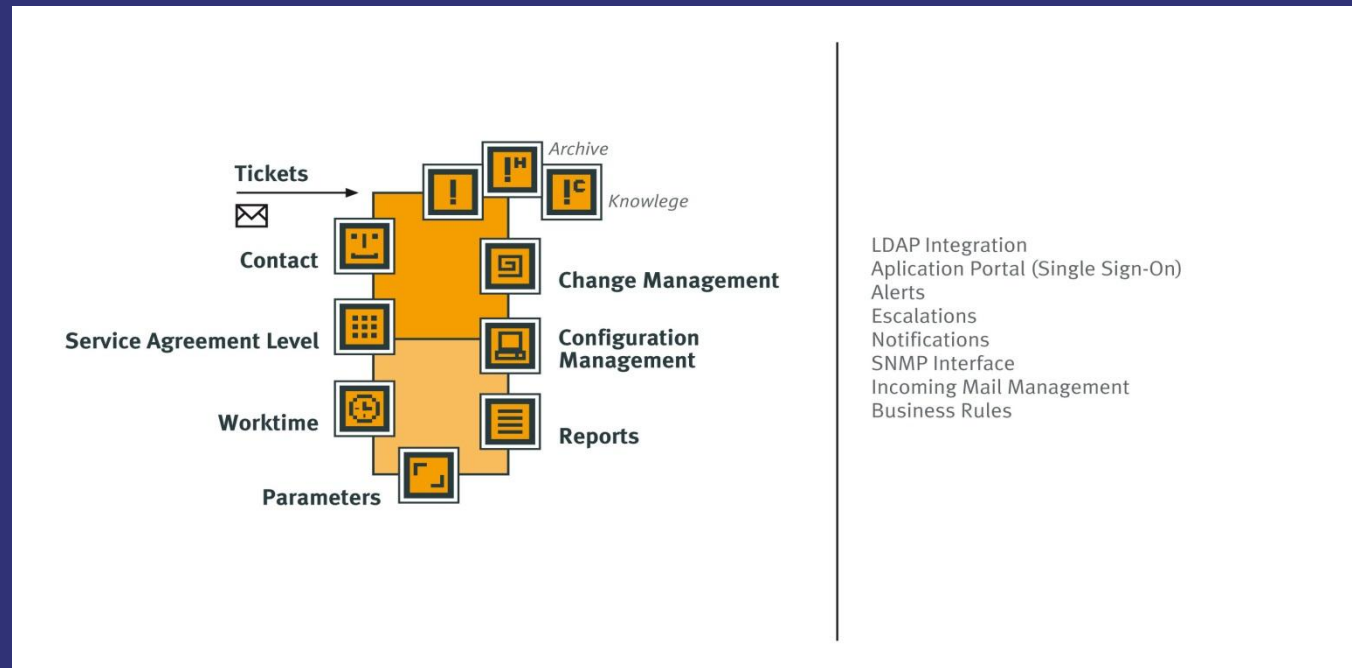
Attend Solutions,

Caring for your service



Responsibilities In a Support Center

- 1 To Take Care Of
- 2 To Inform
- 3 To Analyze
- 4 To Solve
- 5 To Report
- 6 To Decide





attend® is the most flexible and best suited solution for the great part of the market sectors. Specially created for all those companies that give service or support to their customers and want to keep track of them.

attend® allows you to manage your service effectively using a comfortable and easy-to-use web browser interface. Each request, incident or question from an internal or external customer, user, citizen, etc., is managed as a ticket that is going through different statuses depending on the actions, solutions or answers applied to it.



With **attend®** a complete analysis can be taken to feel the service provided pulse to your customers. The typical indicators that **attend®** provides to help you in the decision making of your company can be, among others:

- Response Time (SLA)
- Resolution Time (SLA)
- Quality Control
- Reopen Tickets
- Volume of amount of work
- Support Productivity
- Service Department Sizing



attend® is a tool that is addressed to any company that renders services and needs keep track of them, with independence of its size or sector.

Examples where **attend®** can be applied:

- Public administration (management of files, web services, infrastructures...)
 - Internal and External Helpdesk
 - Management services post-sales: Technical Support
 - Customer Service, Customer Care)
 - Building Service (homes delivery...)
 - Ticketing Management for medical equipment suppliers
 - Material Management
- ... and many more

attend® versions, according your needs:

attend Standard®

attend Professional®

attend Hosted Services®



attend Standard® provides the following features:

- Ticket management: incidents, requests, inquiries , files...
- Asset Management
- Cost Management
- Automatic Notifications
- Incoming Mailbox Management
- Reports & Statistics
- Escalations
- Multi-Language, multicalendar
- Supported Platform: Windows, Linux, AIX...
- Supported Databases: SQL Server, DB2, Oracle, MySQL...



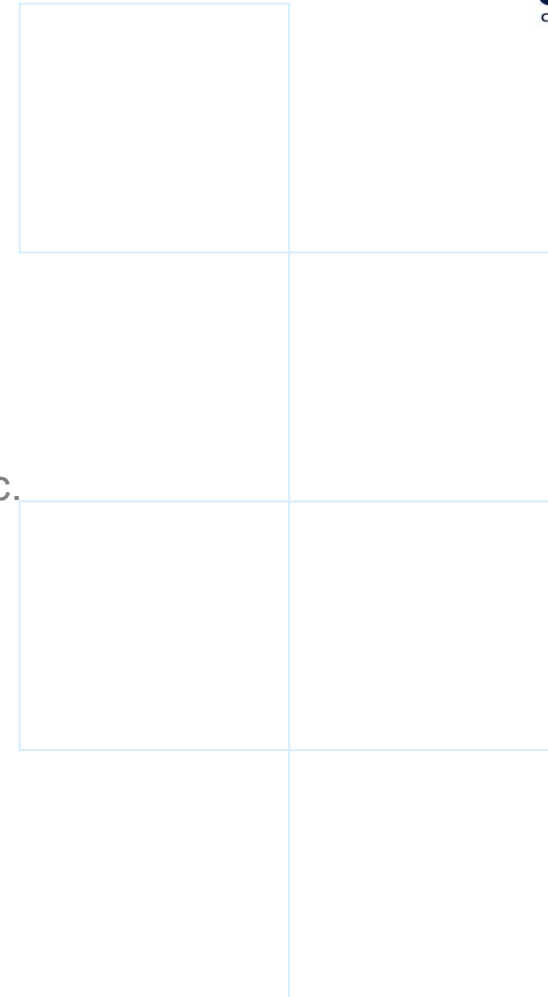
- User interface and clients: 100% web. Every workstation with Internet Explorer, Mozilla o Firefox can execute the **attend®** client
- Personalization of the user interface for each company (logo, company information...)
- Tickets Archive
- Knowledge Database
- Knowledge Tree

attend Professional® provides all **attend Standard®** features and, in addition:

- Advanced Ticket Management: Automatic Assignment, Automatic Closing, Automatic SLA Assignment (*service level agreement*)...
- Workflow: Business Rules for process automatization.
- Quality: Surveys, statistics, forms...
- Roles Definition: Authorizations



- Integrated with:
 - Automatic Asset Inventory Software
 - SNMP Alerts
 - Single Sign-on (Portal Applications)
 - LDAP
 - ERP's or other applications: SAP, ACT!, etc.
 - ITIL compatibility



attend®
PROFESSIONAL

attend®
STANDARD

- Advanced Ticket Management
- Workflow
- Quality Control
- Roles
- ITIL
- ERP Integration

- Assets
- Ticket Management
- SLA's
- Costs
- Multi-language
- Archive
- Automatic Notifications



attend Hosted Services® provides all **attend Professional®** features hosted on remote web server and database.

The advantages to contract **attend Hosted Services®** are many and varied, such as:

- Immediate Implantation
- Contract type "month-to-month"
- Minimum infrastructure required : connection to Internet and browser Internet Explorer, Firefox or Mozilla
- Hot-Line is Included
- Monthly fixed cost that it includes :
 - Total functionality, without restrictions
 - Software Maintenance
 - New versions available



- No hardware or software investment required.
- **attend®** software maintenance is not required. Already included in the monthly fixed cost.
- Possibility to acquire the software after 2 years: without any additional cost



attend Enterprise Partner program allows you:

- Technical and sales education
- 2 annual presales actions
- Execution of marketing actions
- Better commercial margins
- 5 attend Professional® user licenses for internal use
- 20 attend Professional® user licenses for presales and education
- Use of logos and promotional **attend®** material
- Full support in the attainment and pursuit of commercial references
- Access to the program **attend® Certified Solution**: predesigned solutions for attend based platforms



www.attend-solutions.com

attend PROFESSIONAL®

attend STANDARD®

attend HOSTED SERVICES®



Certified Solutions ^{CS}

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