

*The IMPACTxp Help Desk module provides a quick and highly customisable method of entering work requests and problem reports. The module has been specifically designed to allow non-technical staff to log new problems and provides management with key performance statistics through standard IMPACTxp “Drill Down” graphical reports.*

In addition to conventional maintenance requests and notification of faulty equipment, IMPACTxp has been used to provide streamlined solutions for many other help desk applications including:

- Catering & Hospitality requests*
- Security Requests*
- Audio/Visual Equipment requirements*
- Hospital Portage*

In a multi-company environment a central help desk can be implemented, accepting requests from all locations. Once the request is logged in the system any work orders that need to be scheduled can be raised in the appropriate IMPACTxp database directly from the help desk screens. Requests can be entered into the database in many ways including links with email, Web Browsers and an IMPACTxp “Generic Interface” that can automatically import details from external call logging and work request systems.

### ● Flexible Templates

The Help desk module may be configured to support a conventional call centre with telephone based operators recording details of jobs as they speak to the person reporting the problem. Alternatively plant operators, office tenants or engineers may use the help desk screens to record their own problems.

In all cases the user can be presented with a user defined screen appropriate to the problem being reported. The system will support an unlimited number of these templates and each user can be granted security access to only those templates that are relevant to their function. Each template can be designed with simple drag and drop screen painting tools and can include:

*User defined fields.*

*User defined “look up” lists on any field.*

*Multiple “look ups” allowing automatic entry of several fields based on an initial selection. For example, entering a contact’s telephone number results in the location and contact name also being entered. Linked “look ups” allow conditional selection of data from user defined fields*

*Default entries for automatic Work Order creation. For example a default job type code and default craft code for any work order being created.*

## SoftSols Group:

### ASIA PACIFIC

SoftSols (Asia / Pacific) Pty Ltd

5 Park Road, Glen Iris  
Victoria 3146, Australia

Tel/Fax: +61 (0)3 9809 4566  
Email: asia@impactxp.com

### EUROPE, MIDDLE EAST & AFRICA

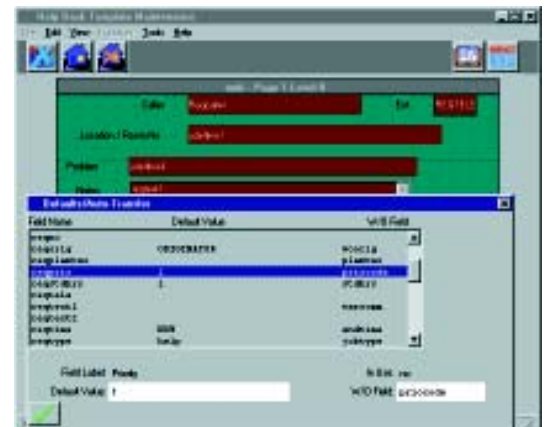
SoftSols (EMEA) Limited  
Soft Solutions Limited  
SoftSols Group Ltd

Matrix House, Bradford Road,  
Wrenthorpe, Wakefield,  
WF2 0QH, UK

Tel: +44 (0)1924 200344  
Fax: +44 (0)1924 200418  
Email: info@softsolsgroup.com

### THE AMERICAS

SoftSols (North America) Inc



[Help Desk Template Maintenance]

## ● Mail Enabled

The IMPACTxp Mail Server is a powerful alternative to the conventional entry of requests. Many mail systems can be integrated with IMPACTxp so that users can email details of the request. The IMPACTxp Mail Server reads this email and then automatically creates the help desk request within the IMPACTxp system. The originator is automatically sent an acknowledgement email notifying them of the request number that has been allocated so that they can quickly and easily enquire on the status of their request at any time in the future. Supported email systems include; Microsoft Mail, Microsoft Exchange & Outlook, Groupwise and any fully MAPI compliant mail system.

## ● WEB Enabled

The Help Desk may also be deployed across corporate Intranets or Extranets using standard browser technology. This means that remote offices, engineers and even customers can be granted secure access to the system, allowing them to log new help desk requests and enquire on the status of outstanding work. The use of standard browser technology means that these infrequent users can easily use the system without any formal training in the use of IMPACTxp. However the full power of the IMPACTxp template technology is retained, with the same customised screens being presented to the user whether they use a browser or the standard Windows Client application whilst the comprehensive security features ensure that users only see the information that they should see, even across the internet.

## ● Automatic Alarms

IMPACTxp will automatically monitor the database and interrupt nominated users when new help desk requests are logged in the system. This alarm program will “pop up” on the users’ screen even if they are not actually using IMPACTxp at the time. Details of the relevant help desk requests can then be accessed directly from the alarm program without logging in to the full IMPACTxp system.

## ● Graphical Performance Reporting

Monitoring service level agreements and response times is made easy with the standard IMPACTxp graphical reports. Management can quickly produce graphs and pie charts without the need to export data into spreadsheets. The powerful drill down capabilities that are so widely used in IMPACTxp then allow an in depth analysis of any trends that may be observed, with full details of individual help desk requests and work orders on-hand for review by simply clicking on any point of interest on the chart.



[Help Desk Performance Report]

## ● Automatic Work Order Creation

The processing of help desk requests can vary for each different type of work. In some cases the request needs to be reviewed by skilled engineers to assess the nature of the work required prior to detailed work order planning and resource allocation such as the requisition of tools and materials. The actions required to respond to simpler requests may however be far more predictable. In these cases the system can be configured to automatically produce a fully planned work order directly from the help desk input. In these cases default entries for the work order can be specified, including:

- The craft / trade / employee required to action the work order.*
- An estimate of the time needed to carry out the work.*
- Job type, cost code and priority codes.*
- The plant item associated with the work order.*