

HumanWork HELP DESK is an application to manage the work of service departments. It supports all stages of the service, processes management and the analysis of service level (SLA).

HumanWork HELP DESK provides the members of the service departments with a friendly work environment, within which they:

- › register incoming entries, classify them and delegate tasks to particular consultants or external companies and experts
- › monitor the status of all active entries and have an access to all archive data
- › inform customers about the status of submitted issues in an anticipated time of solving the problem
- › register the equipment and software and are informed about service necessity
- › inform users about planned break in providing services or decrease in quality and the way of solving occurred problems
- › manage service contracts, monitor guarantee time and service level agreement (SLA)
- › have a permanent access to the central database of all company's documents, tasks, cases and contacts
- › use business knowledge base created on the basis of submitted and solved problems
- › have an access to extended reports analysing the effectiveness of customer service processes

HumanWork HELP DESK COMPONENTS:

HumanWork HELP DESK has all components of HumanWork OFFICE:

Clendar

My tasks

Reminders

Document Repository

Forum

E-mail

Contacts

Work and Document Flow Engine

as well as:

Service Center

Manage Service Support

HumanWork HELP DESK supports all business processes occurring in service departments, which is used as an integrated centre of help service.

Service Center allows for supervision over task realisation and supports the workflow related to the management of service entries and SLA contracts. The supervision is supported by extended mechanisms of alerts and reaction time controls and the quality of execute service according to contracts.

The users can submit problems through random info channels (WWW, email, fax, telephone, etc.) and trace their course of realisation and current status of orders and cases.

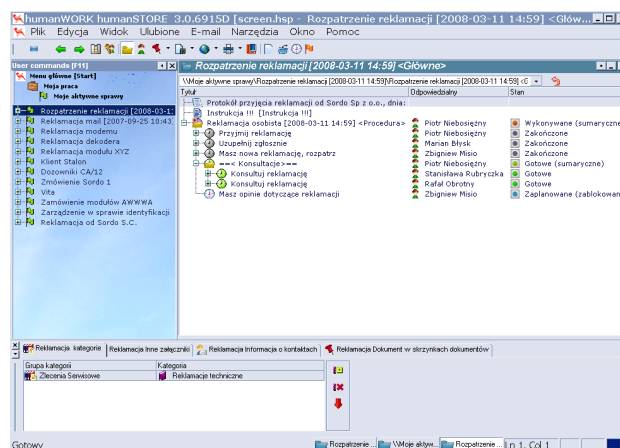
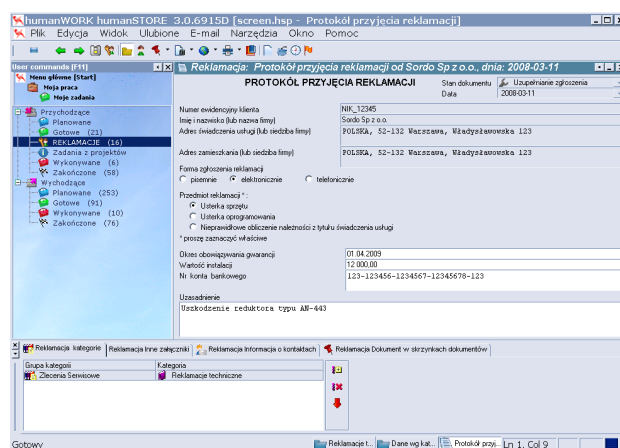
Extra Components:

Business Procedure Creator

OLAP Analysis Engine

Teamwork Organizer

Chancellery



Service Database

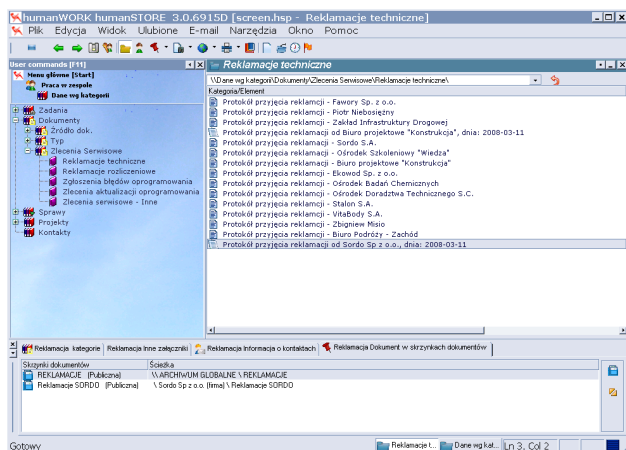
Reduce costs of service

HumanWork HELP DESK allows to manage service entries ensuring an access to the knowledge base of the most frequently submitted problems and related to them ready-made conversation scripts.

The service database is built on the grounds of the occurred cases and proposed solutions.

Owing to that, service consultants can quickly classify submitted problems, solve routine cases, and send the complicated ones to specialists and suppliers according to the established rules.

The service database can also be available to the customers allowing them to find answers directly from the company's WWW. Such a solution limits service costs to a great extent which can be realised faster and more effectively through a fewer number of people.





HumanWork is a platform for dedicated applications supporting teamwork, task and document flow, project management as well as the automation of business processes.

Learn about other HumanWork applications:

- › **HumanWork BASIC**
- › **HumanWork OFFICE**
- › **HumanWork PROJECT**
- › **HumanWork CRM**
- › **HumanWork CONTACT CENTER**



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