

Concierge ICT Assistant



Key Features

24x7x365 Digital Assistant

Always on IT service and support.

One Touch Service Desk

No need to remember multiple support numbers.

Real-time

Keep track of your support tickets and their progress, user satisfaction rating.

Intelligent Workplace FAQ's and HT's

Interactive guides that walk you through IT tasks such as password reset and the use of business apps to name a few.

The Prisma Concierge integrated service difference.

Prisma Concierge is an intelligent agent installed on all computing devices that enables r service desk teams with unprecedented device health information to deliver the most accurate and efficient support to users. The Concierge application available on all Windows, Android and Apple devices is an intelligent agent installed on each devices that enables our service desk team to deliver accurate and efficient services, resolving end user issues, headaches and downtime. By combining traditional service desk with our latest Concierge technology, we can determine the exact support requirements for each user. Concierge will deliver feedback in the most convenient way, while accurately extracting information from the device to pinpoint user issues as they occur.

Concierge automatically routes users to the specialist team within Mobilise IT or your own service/support centre. Where possible, users will be connected to the last person they spoke to regarding their support request. By removing the need to wait in multiple support queues, intelligent routing means minimal on hold time for users and immediate support.

Mobile app guidance-play by play.

Our world first Concierge digital assistant service desk assistant is a live pulse between you and your mobile workforce. This industry leading, agile platform is constantly evolving with new features added on a monthly basis in response to customer feedback.

Approved Services

Users will only see services that they have been enabled with, and are backed up with the appropriate level of workflow and approval to ensure accuracy and accountability. Our Concierge platform is built on Microsoft technology which gives our customers powerful enterprise workflow capability.

Accurate assets

The ability to provide a strong managed service and service desk is contingent upon accurate information about users, assets and services. Concierge achieves this through the Concierge Asset Module, keeping one step ahead and improving efficiency.

Corporate resources

Employee portals such as HR hyperlinks to important information and online resources can all be distributed, updated and maintained within Concierge.

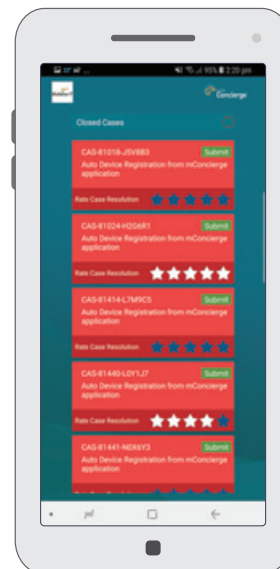
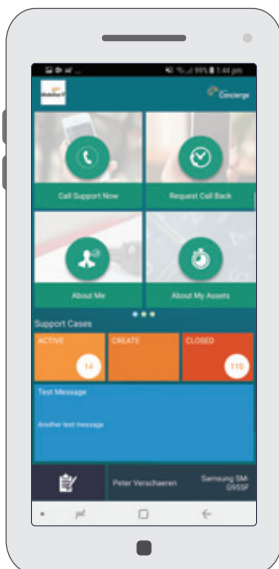
Real-time analytics

Nominated managers and administrators can access Unify portal for real-time Concierge information. Service tickets and all user activities can be broken down into a “deep dive” analytical structure, which creates intelligent feedback services and valuable tailored reporting.



The current platform allows users to see:

- Service desk interaction by user, group, location and device type
- Carrier interaction for services such as services on/off, moves, adds and changes
- Real-time feedback on the quality of the service and solution and
- A wealth of information and analytics.



Efficient, Reliable, Productive.

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