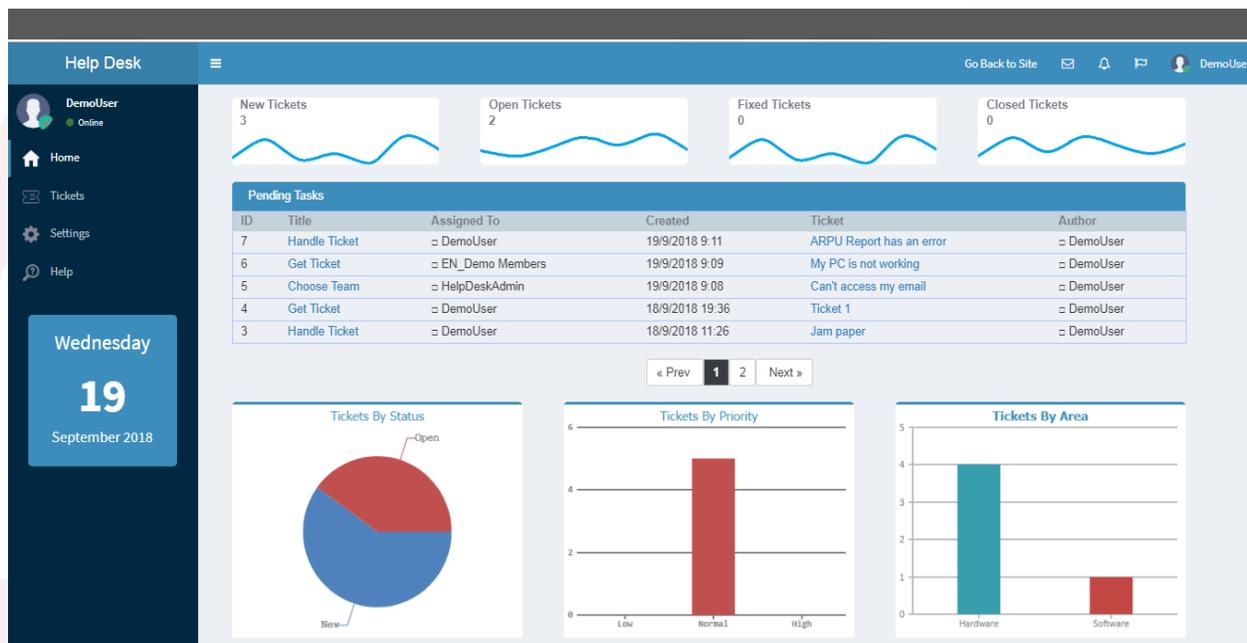


# “Manage & Track tickets Anytime, Anywhere, and from Any Device”

2018



## Overview

Founded in 2011, **SteadyPoint** is a leading Microsoft services provider; which is specialized in SharePoint, Project Server, and Office 365 solutions. Our aim is to help our customers capture the real value of their organization by providing them with the following services:

- Intranet portals
- Document and file Management
- Team collaboration management
- Enterprise search
- Business intelligence
- Content management

- Process automation
- Enterprise Project Management



Recently, many companies are heading to move their systems to the cloud and slowly getting rid of on-premises systems with its overhead, in order to bring the focus on their core business. Microsoft office 365 offers several cloud services to assist companies in achieving so.

**SteadyPoint helpdesk;** is a SharePoint Add-in built using native SharePoint components, it contains the following modules:

- Problem Catalog
- Build Team
- Knowledge Base
- Escalations, Reminders, and SLA
- Routing Engine
- Service Requests
- Reporting

SteadyPoint Helpdesk will help your organization to achieve the following goals:

- Reduction of operations Cost
- Quantity measurement of operations to Act quickly.
- Having a defined business process and SLAs
- Content Management
- Team Collaboration
- Time – To Delivery

Each ticket has the following lifecycle:



# Why SteadyPoint Helpdesk

First, SteadyPoint Helpdesk does not reinvent the wheel. It completes the cycle of automating business operations in Office 365 instead. Another privilege worth considering is that SteadyPoint Helpdesk doesn't require datacenters, security procedures, servers, backups, disaster-recovery plans, or investment for new IT employees.

Workflows and Flows in SharePoint, along with **Helpdesk's** features, would allow a corporate to control the lifecycle of automating company operations using Office 365 services.

Here are some of MALAF key values:

## Time to Value

No implementation, define business rules and start archiving.

## Cost of Ownership

No hardware, no servers, no extra resources

## Raise Anywhere

No special network, no VPN, utilize existing network

## Utilize office 365

Benefit from unified user and license management and compliance features across all solutions

Some Industries that might benefit from such offering include:

- Banking & Finance
- Education
- Government
- Manufacturing
- and more...

# Problem Catalog

Build organization problems and services to be supported from different teams, this module provides the following benefits:

- Easy to create problems types and sub types
- 3 levels of classifications and specialties
- Can build team for each specialty and problem type

<b>Search</b>	server
<b>Area *</b>	Hardware -> <b>Server</b>
	Hardware -> <b>Server</b> -> Power Supply
<b>Type</b>	Hardware -> <b>Server</b> -> Storage
<b>Sub type</b>	Hardware -> <b>Server</b> -> RAM
	Hardware -> <b>Server</b> -> CPU
<b>Priority * :</b>	Normal

# Build Team

Build organization teams to fulfill service and problem catalogue:

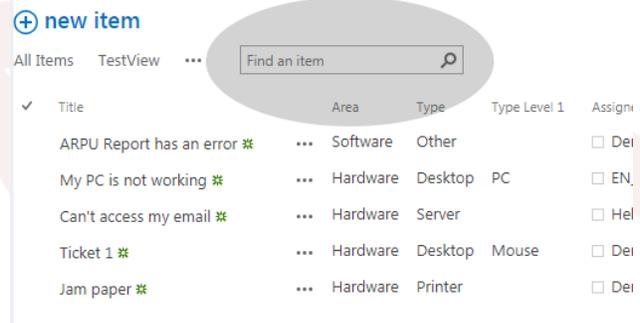
- Build team per specialty
- The team can be single user or group of users
- Permission model per team and individual user
- Can specify a routing option for each team
- Create calendar for each employee that contains business and working days



## Knowledge Base

Don't waste your time searching about information, it is easy to search and track your problems and services:

- Search about meta-data and content
- Filter/Group meta-data
- Access authenticated data



## Escalations, Reminders, and SLA

Keep the process controlled against company SLA:

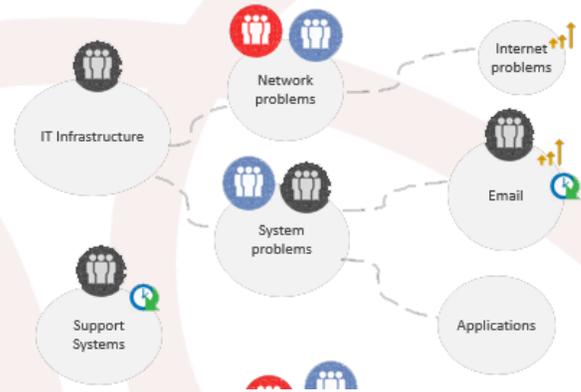
- Specialties driven escalations and reminders
- A CAP can be selected to specify the maximum number of reminders and escalations that can be trigger for ticket
- Recurring options
- Automatically get employee managers to escalate the ticket
- Build SLA per specialty, it includes Response Time, Fix Time, and Verification Time



## Routing Options

It is flexible to build the routing type for each team:

- Specialties driven routing
- 3 routing types (Direct assignment, Resource pool, and SPOC)
- Assign tickets to single user (Direct assignment)
- Assign tickets to group of users (Resource pool)
- Assign tickets to single point of contact who will re-assign the ticket to others (SPOC)



## Open Ticket via Email

Send email to helpdesk agent (or any configured email) that will create a new ticket on behalf of you:

- No need to open helpdesk site
- Include email content and attachments
- Retrieve ticket owner from email
- Route the ticket to suitable team

Send	From	
	To...	<input type="radio"/> HelpDeskAgent:
	Cc...	
Subject		I have a problem in my internet connection
Attached		internet problem.png 167 KB

Dear Helpdesk,

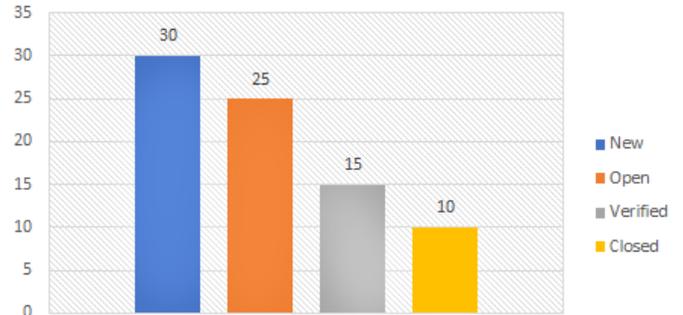
I can't access the internet, please see attached snapshot.

My IP: 10.10.10.4



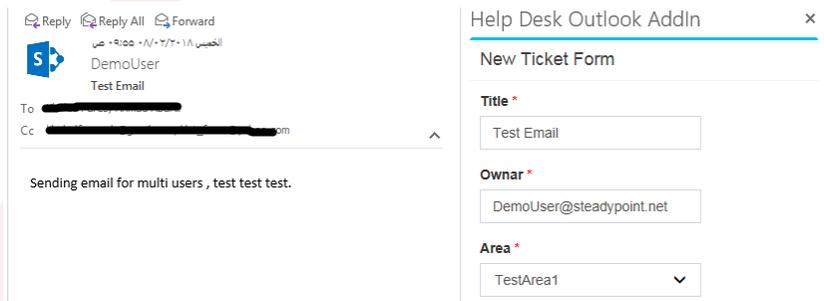
# Reporting

- Volume reports
- Distribution reports



# Open Ticket via Outlook

- Provides the ability to create trouble tickets from emails.
- Transform your received emails to helpdesk tickets directly from Outlook.
- Automatically map email data to corresponding ticket data.



Contact SteadyPoint team



# Microsoft Partner

Silver Collaboration and Content

[www.steadypoint.net](http://www.steadypoint.net)  
[info@steadypoint.net](mailto:info@steadypoint.net)

+970 022 420 144