



Service Desk BI - Make Smarter Data Driven Decisions

Business Intelligence solution for your service desk

Service desk applications allow organisations to run their customer services teams and internal support operations efficiently and effectively. These software applications automate and control ticket management so that customer service or support agents can manage the day to day activity of their service desk however, their out of the box reporting can sometimes lack the clarity organisations need to make smarter data driven decisions.

At Hikari we have created a business intelligence solution for your service desk which provides a single unified reporting platform through which team members can access specific information on the full incident life cycle with smart and easy to use navigation.

Built on Microsoft Power BI and integrating with your service desk software it enables employees at all levels to make data-driven decisions with dynamic and interactive data visualisations.





Track Efficiencies and Spend Less Time on Tedious Manual Reporting

Service Desk BI gives you access to real-time, on demand information while allowing you to create compelling visuals and reports to increase productivity and remove the need for repetitive tasks.

Monitor and Measure Performance

Combine your phone and service desk data to track, measure and monitor service desk activities. By visualising important KPIs across multiple systems and departments it can assist help desk agents by providing them with one view of their key metrics. Management and team members can take the right decisions to keep organisation running smoothly while at peak performance.