senso.

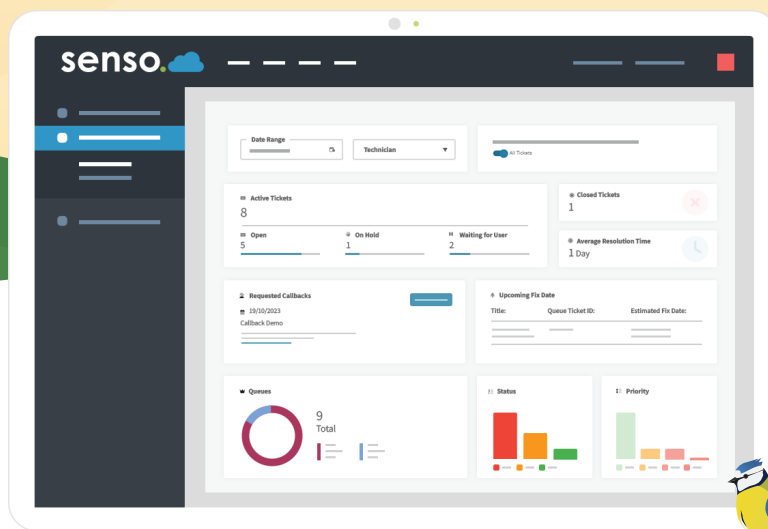## Remote Monitoring and Management

Service Desk

Service Desk allows IT technicians to provide top-tier support to internal users, contributing to a more efficient and streamlined approach to incident management and service requests. Create tickets to visualise tasks, streamline workflows, and effortlessly manage issues raised.

SERVICE DESK BENEFITS

Service Desk serves as an all-in-one solution, streamlining IT support and incident management for technicians by providing seamless access and support to devices.

Create and Manage Tickets
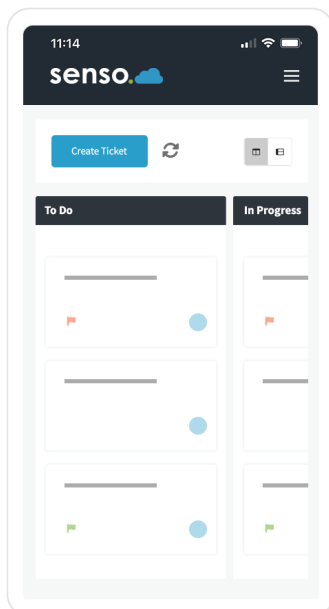
✓ **Incident Management.**

Service Desk is your all-in-one incident management solution.

✓ **Effortlessly Create and Manage Tickets.**

Visualise tasks, streamline workflows, and manage tickets with ease.

✓ **Single Point of Communication.**

Maintain consistency between receiving and responding to support requests.

✓ **Remote Device Access.**

IT technicians can easily gain access to user devices to offer support directly from the Ticket.

✓ **Automate Processes.**

Set up Automation Rules, Tasks and SLA Alerts to reduce manual workload, increase productivity and enable faster ticket resolution, leading to improved resolution times and overall satisfaction.

TICKETS

View and manage tickets raised for IT technicians.

Create tickets, move tickets between statuses and gain an overview of your active tickets.
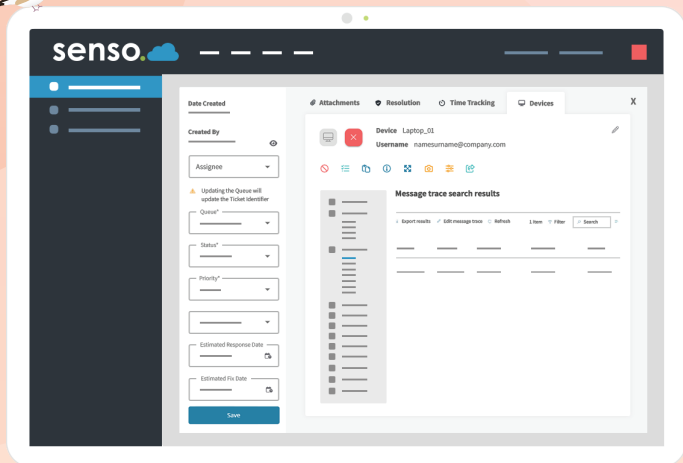

Remote Control

The device functionality allows for linking of a device with the Senso client installed, allowing technicians to remote onto the device directly from the ticket to further diagnose the problem raised.

Time Tracking

Technicians have the ability to record the duration they dedicate to a ticket, along with an optional description. This information can then be used to generate visualisations illustrating how technicians allocate their time.
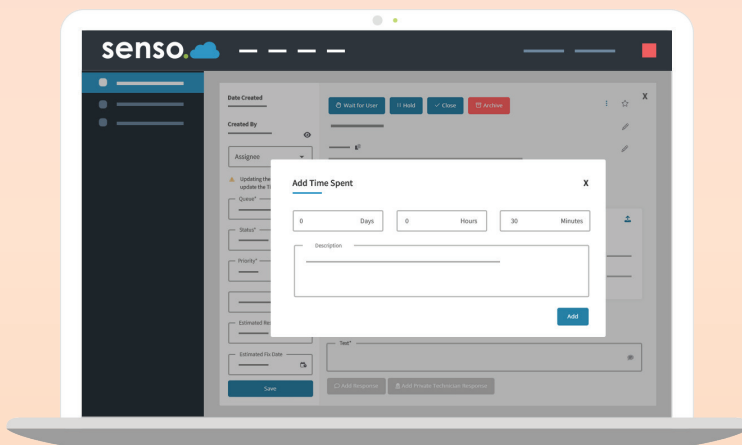
Responses

Responses serve as direct communication between a Technician and a User to gather additional information and suggest potential issue resolutions.

These responses are tied to the ticket, ensuring that if the ticket is reassigned, the new assignee retains a communication history.
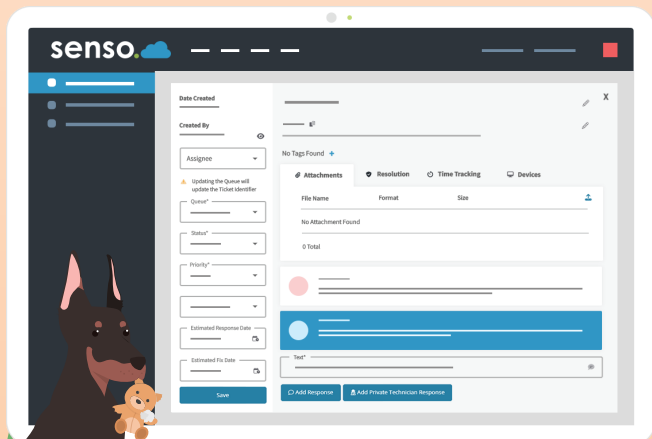
PRODUCTIVITY

Assisting IT technicians during their day-to-day work.

Service Desk includes advanced functionality that has been developed to reduce manual workload, increasing productivity, and enabling faster ticket resolution, leading to improved resolution times and overall satisfaction.
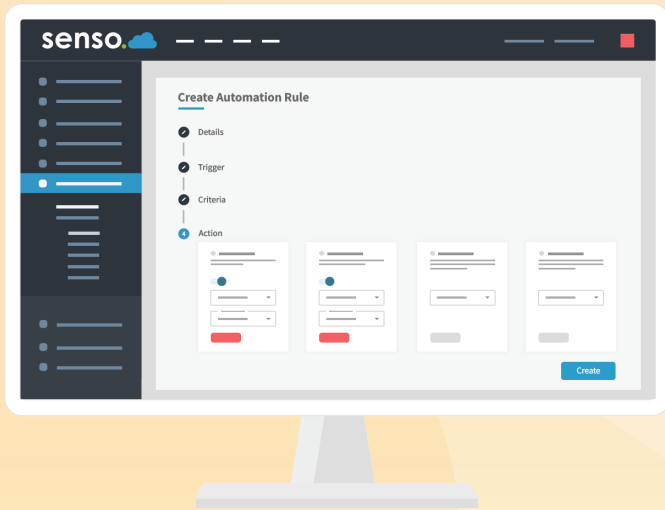
Automation Rules

IT technicians can configure automated processes to perform actions against their Service Desk based on specific triggers and criteria.

For example: An automation can be configured to email technicians of a high priority ticket being created, ensuring the issue is dealt with efficiently.

SLA Alerts

SLA Alerts can be configured to indicate a potential breach of the Service Level Agreements (SLAs). Providing functionality to send email notifications to Technicians when nearing the breach.
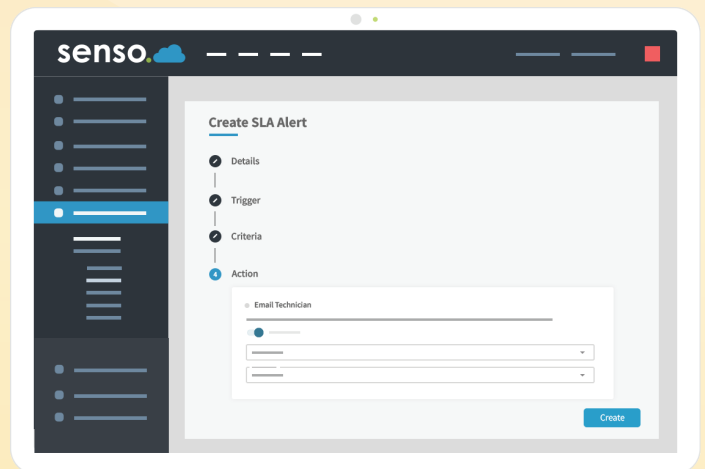
Tasks

Tasks can be configured to automate the recurring creation of Service Desk Tickets.

For example: If an organisation or site conducts a monthly software check, Tasks can be configured to automatically generate a Service Desk Ticket with assigned data. This Ticket will appear in the Service Desk overview, similar to manually created Tickets.
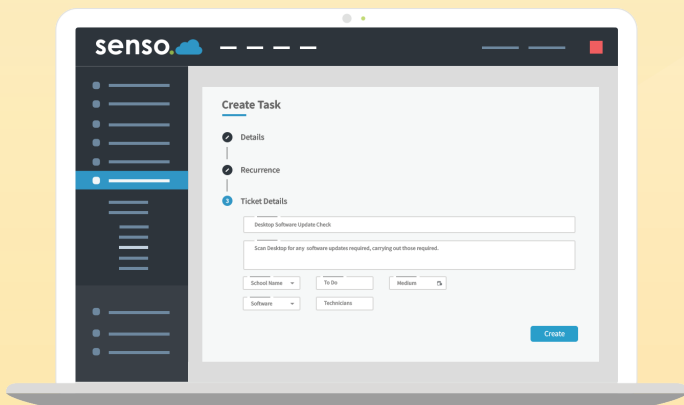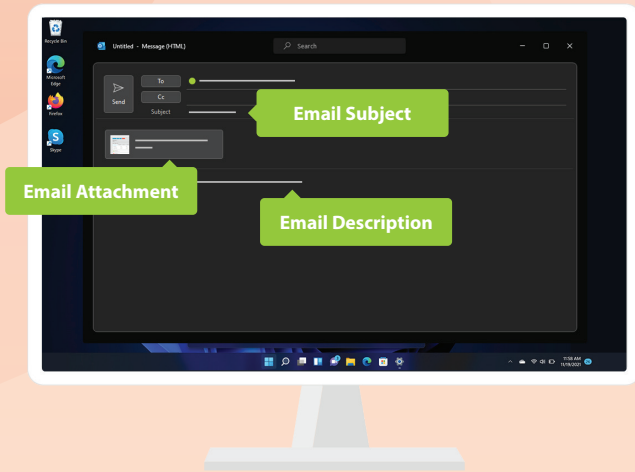
SUPPORT CHANNELS

Support Channels allow for configuration of different ways that users can create a ticket within your organisation.

This can be direct through the Senso Portal, or using external resources such as email forwarding, the Senso toolbar or, external form access.


Email Forwarding

By using an email address generated by Service Desk, users are able to send an email which will be automatically converted into a ticket. Add attachments such as screenshots to support your technical query.

External Form Access

Enables external users to access a form without granting them organisation access or sharing internal communication channels. Simply add a domain, granting access to users with emails within that domain via a shareable link.
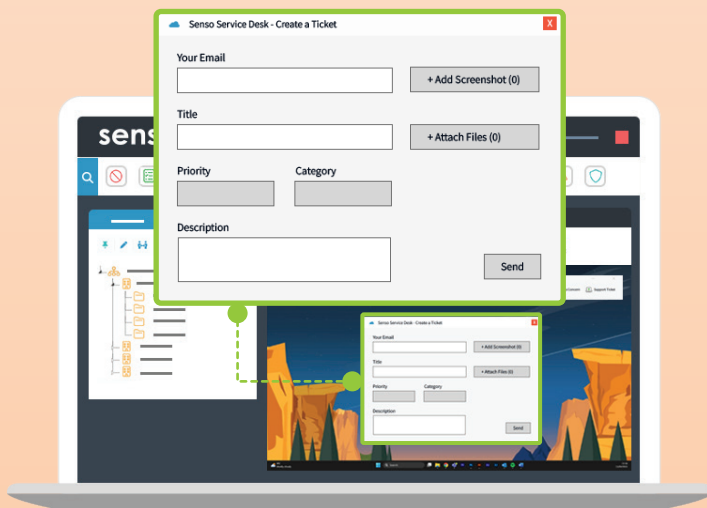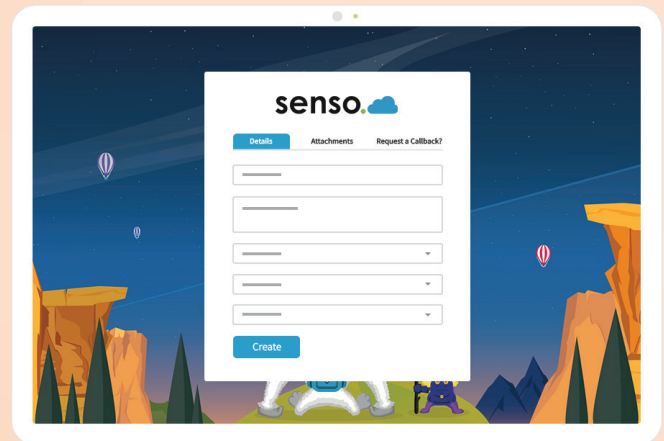
Toolbar

The Toolbar enables direct communication from the user's device and Service Desk. It can be loaded on any device with the Senso Client installed, allowing users to easily raise and generate tickets with a click.