



IT SUPPORT FEATURES

1. GENERAL FEATURES

- No additional hardware, software, or additional Office 365 services needed
- Built "natively" on Standard SharePoint, Teams and Power Platform
- 100% customizable through the SharePoint web interface, MS Flow and Power BI
- Supports SharePoint Server or SharePoint Online
- Designed to provide a consistent User Experience across Office 365
- Integrated with Office 365 services including
 - People (user directories, collaboration)
 - Office 365 Groups
 - Microsoft Teams
 - Yammer
 - OneDrive
 - Planner
 - Power BI for dashboards
- Pre-defined governance and security groups, just add users
- Connectivity to external systems through over 450 Office 365 Connectors
- Uses standard Active Directory or Office 365 user permissions
- Role based menu structure and forms
- Syncs with Microsoft Client Outlook (tasks, calendars, contacts)
- Well documented, and with links to relevant resources (docs, video etc) in the products.
- Change look & feel, color schemes, add your own logo without coding
- Responsive UI design for mobile devices
- Support for Tablets and Smart Phones
- Integrated with other SP Marketplace workplace suite modules

2. TEAM COLLABORATION

- Can be deployed with in Microsoft Teams and O365 Group sites, access from Teams or SharePoint.
- Task Tracking in SharePoint (links to Outlook) or with Microsoft Planner
- Support discussions and forums with Yammer or Teams in the Product
- Event Calendar (links to Outlook)
- Document libraries in Teams or Onedrive
- Announcements
- Group OneNote

3. I.T. HELP DESK

- Capture cases multiple ways: End-user SharePoint portal, phone calls plus incoming email and external web form (requires optional add-on)
- Attach screen shots, documents etc.
- Role-based navigation and case forms
- Notifications (email) for case receipt, assignment and completion
- Email correspondence embedded in cases
- Launch tasks directly from case form
- Launch change requests from case form
- View cases via computer, tablet or smart phone
- Unlimited case list view including New Cases, Overdue Cases, Cases by Type, Category, Priority and Status. Sort, filter and group as needed.
- Auto export case data to Excel for Reporting
- Cross-reference case data with Assets, Change Management
- Hyperlink from open case to third party computer admin tools

4. END USER PORTAL

- Create a new case, and follow up on existing cases
- Knowledge Base
- Feedback/Surveys
- View Announcements
- Access Latest Documents and other relevant information
- Live support contact (requires Skype for Business/Lync)
- Permissions Driven
- Automatic Re-direct to Employee Portal for non-IT Staff

5. CHANGE MANAGEMENT

- Track and manage any type of change requests including software, hardware, policy, etc.
- Approval routing (single level) for sign-off
- Link Changes to cases and IT Assets
- Launch tasks from change request form
- Track and audit change history
- Measure the impact of change on your network, organization, resources and cost
- View, sort and filter change request information

6. REPORTING / DASHBOARDS

- Built in reporting for tickets/cases/service requests tracking
- Quickly view departmental metrics on a single page
- Pre-built Power BI Dashboard for executive visibility

7. KNOWLEDGE BASE

- Central point for Sharing information, knowledge and procedures
- Deploy for internal IT use and for end-user self service
- Cross reference with cases and IT Assets
- New article approval available
- Track article changes with versioning

8. IT ASSET TRACKING AND MANAGEMENT

- Place to keep and track all IT Asset information including
 - Asset ID, Model, Serial number, Bar Code
 - Acquisition and disposal dates, cost information and vender info
 - Warranty and contract information
 - Deployment location, owner and department
 - Maintenance dates and logs
- Link Asset record to documents including manuals, contracts, warranties etc.
- Link to Network Inventory tools for auto discovery and detailed configuration info
- Cross reference with case tickets and change requests to track activity against the asset
- Insert hyperlinks to Vender Support sites
- Export information to Excel for reporting and inventory needs
- Import from Excel or Access to build initial Asset list
- View, sort and filter Asset list to find available assets, inventory by department

9. EMBEDDED TOOLS AND WEBPARTS

- Dynamic Forms
 - Role based fields and tabs
 - Dynamic forms change based on selection
 - Powerful rule-based capabilities
 - Create Super Views with Virtual Lookups
- Web Parts
 - Promoted Links – Links backed by a SharePoint list, that filter and expire
 - Personnel Links – Display personalized links selected by the user
 - Announcements – Announcements that roll-up from departments
 - Organization News – a Governed alternative to SharePoint news with selected roll-up and approvals.
- Predefined Notifications using Power Automate (MS Flow)
 - New item, assigned, overdue notifications
 - Approvals for business forms
 - Update list items or external databases, even active directory
 - Create new sites and manage site permissions
 - Leverage external application connectors for ERP, Accounting and other systems
- Leverage Office 365 communications features
 - Click on a user (requester, assignee, approver etc.) to chat, talk and share screens
 - Hold online meetings with end users or customers from the portal