"Manage & Track tickets Anytime, Anywhere, and from Any Device"

Help Desk = Go Back to Site 🖂 🗘 🏳 Oer Closed Tickets Demolise New Tickets Open Tickets Fixed Tickets Tickets Title Assigned To Created Author Settings Handle Ticket 19/9/2018 9:11 ARPU Report has an error DemoUser □ DemoUser Get Ticket D EN Demo Members 19/9/2018 9:09 My PC is not working DemoUser ① Help Choose Team HelpDeskAdmin 19/9/2018 9:08 Can't access my email DemoUser Get Ticket □ DemoUser 18/9/2018 19:36 Ticket 1 DemoUser Handle Ticket 18/9/2018 11:26 □ DemoUser DemoUser Jam pape Wednesday « Prev 1 2 Next » 19 Tickets By Priority Tickets By Area Tickets By Status

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

2018

- 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:

New	Open	Resolve	Verify	Close

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	Cost of Ownership
No implementation, define business rules and start archiving.	No hardware, no servers, no extra resources
Raise Anywhere	Utilize office 365
No special network, no VPN, utilize existing network	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:

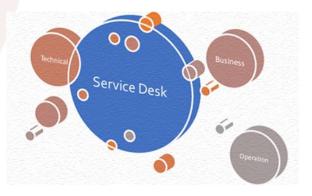
- Easy to create problems types and sub types
- 3 levels of classifications and specialties
- Can build team for each specialty and problem type

Search	server
Area *	Hardware -> Server
	Hardware -> Server -> Power Supply
Туре	Hardware -> Server -> Storage
Sub type	Hardware -> Server -> RAM
	Hardware -> Server -> CPU
Priority * :	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

⊕ r	new item					
All Ite	ems TestView ••• Fin	nd an item		Q		
~	Title		Area	Туре	Type Level 1	Assigne
	ARPU Report has an error 🗱		Software	Other		🗆 Dei
	My PC is not working 🗱		Hardware	Desktop	PC	🗆 EN.
	Can't access my email 🗱		Hardware	Server		🗆 Hel
	Ticket 1 🗱		Hardware	Desktop	Mouse	🗆 Dei
	Jam paper 🗱		Hardware	Printer		🗆 Dei
	All Ite	 Title ARPU Report has an error * My PC is not working * Can't access my email * Ticket 1 * 	All Items TestView Find an item Title ARPU Report has an error * My PC is not working * Can't access my email * Ticket 1 *	All Items TestView Find an item Title Area ARPU Report has an error * Software My PC is not working * Hardware Can't access my email * Hardware Ticket 1 * Hardware	All Items TestView Find an item Title ARPU Report has an error * Software Other My PC is not working * Hardware Desktop Can't access my email * Hardware Server Ticket 1 * Hardware Desktop	All Items TestView Find an item Title ARPU Report has an error * Software Other My PC is not working * Hardware Desktop PC Can't access my email * Hardware Server Ticket 1 * Hardware Desktop Mouse

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)

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IT Infrastructure

Support Systems

Open Ticket via Email

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

Include email content and attachments Retrieve ticket owner from email

Route the ticket to suitable team

• No need to open helpdesk site

ت = اً Send	From To.,, Cc	<u>HelpDeskAgent;</u>
	Subject	I have a problem in my internet connection
	Attached	internet problem.png 167 KB

Network problems

System

problem

Dear Helpdesk,

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

Mv IP· 10 10 10 4

Internet 📬

problems

Applications

Ticket Template

Control collected data by validating type and content:

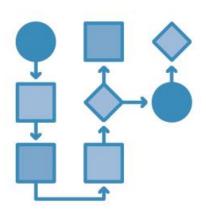
- Build multiple ticket templates for custom type of tickets
- Supports Text, Choice, Number, Date/Time, Note, Person/Group
- Enforce validation

Additional Informat	ion
Model	41234
Туре	LG
Max. temperature	38
Warranty expiry date	06/20/2019

Service Requests

This covers any request from a user for information, advice, a standard change, or access to a service:

- Build catalogue of services
- Build template, approval workflow for each service
- Choose the team who will fulfill the service



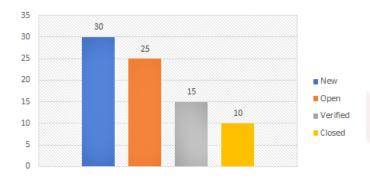
Additional Features

- Tickets Re-open
- Tickets Auto-close
- Open Skype call within ticket form
- Integrated with SteadyPoint Assets Tracking add-in
- Tasks delegation
- Export to Excel

Lookups	Reminders	Groups
Routing Type Default Text Assets Add-in URL	Reminders Escalations Calendars Resources	People and Grou
Knowledge Base	Teams	Templates Lis
Knowledge Base	Teams	Templates

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.

Reply Reply All G Forward	Help Desk O	utlook AddIn
الغیبی ۰۸/۰۲/۲۰۱۸ مهنه می DemoUser	New Ticket F	orm
Test Email	Title *	
Cc C	▲ Test Email	
Sending email for multi users , test test test.	Ownar*	

DemoUser@steadypoint.net

Area * TestArea1 Contact SteadyPoint team



Silver Collaboration and Content

www.steadypoint.net info@steadypoint.net

+970 022 420 144

www.steadypoint.net | +970 022 420 144 | info@steadypoint.net