

CHRONOS SYSTEMS SOLUTIONS

IT Helpdesk



Chronos Systems' IT Helpdesk is a complete web-based helpdesk system that tracks problems (call tickets) and solutions, prioritizes tasks and supports the analysis of problem solving efficiency.

KEY FEATURES

Creating **Call Tickets** is possible via email automatically, using a web-form or reporting to a Helpdesk Agent

Pre-configured **User-Roles**:

- Helpdesk Administrator
- Helpdesk Supervisor
- Helpdesk Agent

Helpdesk Administrator is responsible to set-up system parameters or change pre-configured values.

The Helpdesk Supervisor has an overview of the current open tickets, this person is dealing with overdue tickets, reassigning open tickets to helpdesk agents, accessing the reporting module.

Helpdesk Agent's main responsibilities are creating new

tickets, attaching resolution to the ticket, put resolution into the Knowledge Base, searching Knowledge Base, close, re-open tickets.

Resolutions can be stored in a **Knowledge Base**, which can be searched by different criteria and the full-text search of Knowledge Base articles is also implemented.

Knowledge Base can be referenced in the ticket resolution, no need to enter resolutions for a common type of errors.

List of call tickets can be filtered, sorted by different criteria.

Call tickets can be **prioritized**, call tickets can reference IT components in IT Inventory (if IT inventory is also implemented).

Status tracking of the call tickets (unassigned, unassigned overdue, assigned in progress, assigned overdue, closed, re-opened).

Workflow support for status tracking, sending **email notifications**, **overdue** monitoring, **escalation** process implementations.

Reporting capabilities include **reports** per employees, month, helpdesk agent, ticket categories and any combinations of the above.

TECHNOLOGY, PLATFORM

The system architecture is built according to the **Microsoft DNA** standard; the web server should be Internet Information Server 4.0 (**IIS 4.0**) or Internet Information Services 5.0 (**IIS 5.0**).

The underlying database system could be **Oracle 8i** or **SQL-Server 7.0/SQL Server 2000**.