

SMART Desk

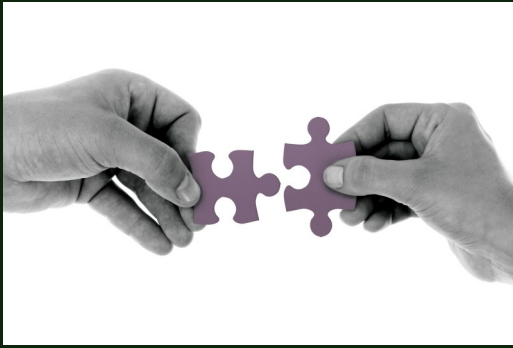


Service Desk Solution



VibSmart Concepts Pvt Ltd

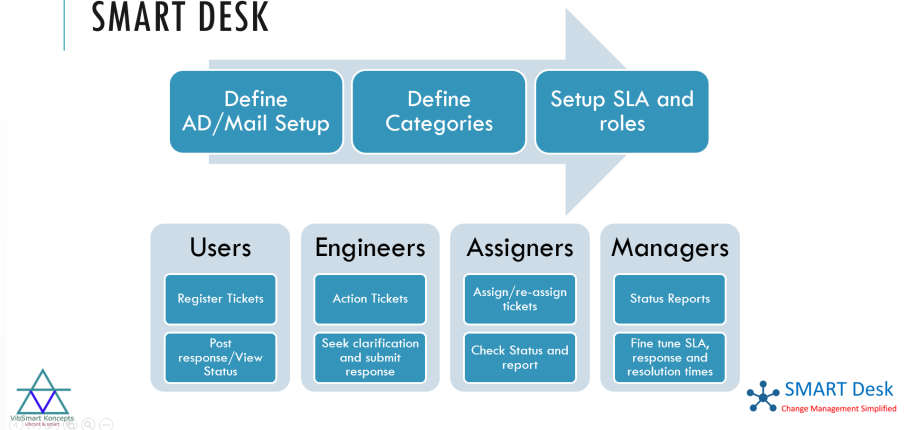
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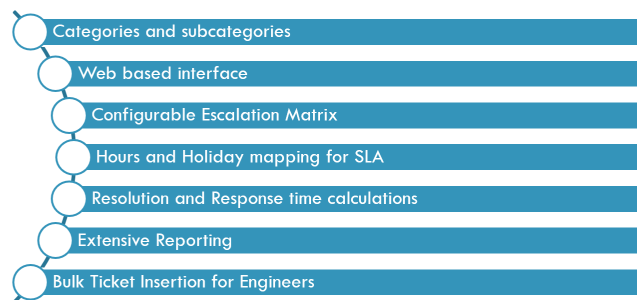
KEY CHALLENGES ADDRESSED

- Simple 3 step configuration to get started with a ticketing system
- Minimal infrastructure requirement
- Very minimal learning curve
- Integration with existing infrastructure
- Fast and effective registration of tickets
- SLA definitions are easy to define
- Mail triggers for various stages
- Escalation matrix
- Role based rule engine

SMART DESK

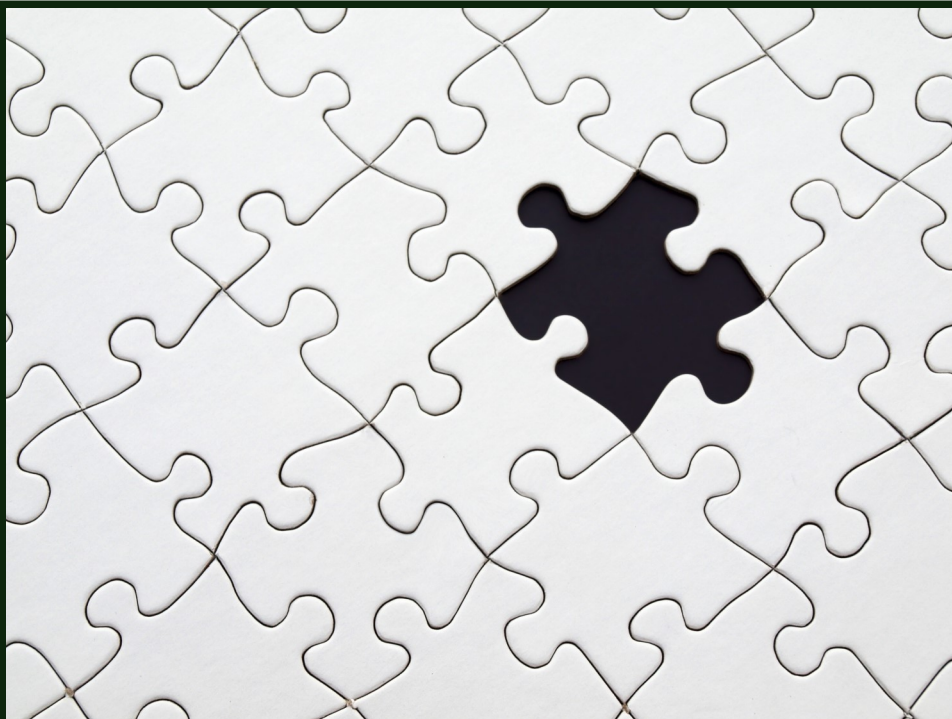


SALIENT CAPABILITIES



KEY CAPABILITIES

- Capability to define multiple categories and subcategories
- Users can report an issue using a web-based interface
- Assignment of help desk ticket to resolution desk, with 3 levels of escalation
- Holiday mapping for SLA definition
- Work hours and nonwork hour definition
- Resolution and Response time calculations
- Issue tracking to closure with states of Open, Work in progress and closed
- User wise, Day wise, Category wise, Priority wise reports
- Bulk Ticket Insertion capability for Engineers
- Escalation matrix with built in mail triggers
- Email triggers for various stages can be enabled
- Role based (Engineer/Assigner/Manager) privileges



SMART Desk Change Management Simplified Administrator

Administrator

- Configure Active Directory
- Mail Configuration
- Register Business Users
- Set Roles
- Create Categories
- Assign Categories
- Define Holidays
- Define SLAs
- Settings

Mail server Configuration

Outbound Mail ID*
smartdesk@vibomarkconcepts.com

Mail Server Name*
smtp.vibomarkconcepts.com

Password*

Outbound Mail port*
25

[Update Mail Settings](#)

Define mail server settings to help send mail notifications.

SMART Desk Change Management Simplified Blue 1 vk6002

User

- Register
- Open - 3
- Closed - 1
- Work in Progress - 1
- Respond - 1

Open Tickets

type search text here

	TicketID	Ticket	Description	Priority	Category	Sub Category	Register Date
Select	1010	df	df	High	Hardware	Router	Sep/23/2018 06:00:43 PM
Select	1009	sdf sd	fcxcx	Critical	Software	Application Install	Sep/23/2018 03:18:47 PM
Select	1004	sd	adf	Critical	Hardware	Router	Sep/23/2018 11:49:43 AM
Select	1003	sdfsd	sdf	- Select Priority -	Software	Application Install	Sep/23/2018 11:49:13 AM
Select	1002	test1	sdf	Medium	Software	Application Install	Sep/23/2018 11:43:54 AM

SMART Desk Change Management Simplified Blue 1 vk6002

User

- Register
- Open - 3
- Closed - 1
- Work in Progress - 1
- Respond - 1

Register Ticket

Category*
--Select--

Sub Category*
--Select--

Ticket Title*
Ticket Title

Description
Description

Comments
Comments

Asset Tag
Asset tag (optional)

Priority*
--Select--

Location
Bangalore

Attachments < 4 MB
[Upload](#) [Cancel Upload](#)

No files uploaded

☐ Check to generate multiple tickets

[Register](#) [Cancel](#)

Enter details to register a ticket, after registration, you will get the ID

SMART Desk

Project Management Dashboard

Blue

10001

Home

Engineer - KJG001

Open Tickets

Closed Tickets

Work in Progress

Require more Detail

Show Summary on

Status

Category

Engineer

Priority

Filter Dates

Start Date

End Date

Daywise

Weekly

Monthly

Quarterly

Yearly

None

Clear

Filter

Open search text here

Blue

Select	State	Total
Select	Awaiting Response	1
Select	Closed	10
Select	Open	27
Select	Require More Detail	3
Select	Work in Progress	2



Tickets Previous Open and Today Status

Previous Open (107)

Today - Open (2)

Today - Closed (0)

Today - Work in Progress (0)

Description	Summary
Previous Open	12
Today - Open	0
Today - Closed	0
Today - Work in Progress	0

Tickets Previous Open and Today Status is displayed above.

Ticket Summary

Open (15)

Closed (18)

Work in Progress (11)

Total (50)

Tickets	Value
Open	12
Closed	10
Work in Progress	6
Total	28

Ticket Summary is displayed above.

SMART Desk - Gateway to Synergy....



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