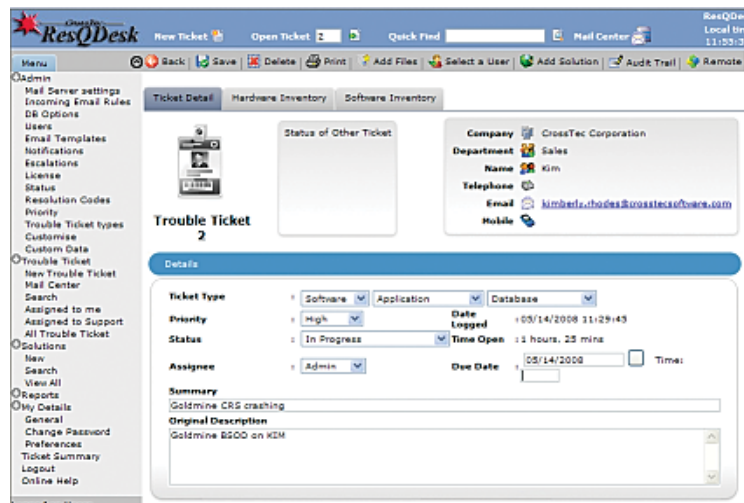


Features

- Automatic assignment of tickets – based on the customer's pre-defined rules on either problem type or user type.
- Automatic ticket escalation – based on the customer's own pre-defined rules
- Ticket notes history includes source identifiers.
- Help request logging includes customizable categories to aid inputting.
- Files can be attached to tickets.
- Ticket priorities can be automatically assessed.
- Detailed corporate status reports include totals for calls in, call status and average resolution times.
- Full integration with Active Directory eases the user data reporting.
- Streamlined creation of a solutions database aids future help requests.
- Simplified management of problem type definitions.
- Full user inventory for both hardware and software when used with CrossTec EMS IT asset management software.
- On-line reviewing includes raising help requests and real time current status reports.
- Fully web-based solution. An import wizard allows for simple importing of user details from other external systems.
- Enhanced security and access control management of operators and users.
- Direct integration with CrossTec EMS and CrossTec Remote Control.



CrossTec ResQDesk™ help desk software provides detailed recording and tracking of user help requests. Routing, tracking and resolving technical support issues are all made easy with this powerful module. CrossTec ResQDesk is a wholly web-based (self hosted) solution that features advanced implementation of ITIL processes, and is available as a standalone application or as part of CrossTec's overall management suite.

CrossTec ResQDesk is totally integrated with the CrossTec line of software products. With CrossTec's network management history, there are no worries about network bottlenecks or software conflicts.

Benefits

- **Time Savings.** CrossTec ResQDesk provides fast problem resolution, automation of repetitive tasks and easy importation of user data from external systems.
- **Efficiency.** CrossTec ResQDesk affords prioritized help requests, and automatic ticket assignments and ticket status escalation. Corporate status reports and operator metrics gauge the effectiveness of support request management and maintenance.
- **Customization.** CrossTec ResQDesk is flexible. It allows the addition of data fields, and the effortless modification of help request logging and operator functionality.
- **Total integration with the CrossTec product line.** No cross-functionality concerns. Can be used as a stand alone or as part of a truly integrated management suite.

System Requirements & Pre-requisites:

Server: 2000\XP\2003 with IIS version 5.0 or higher and IE 6 or Higher.

Database: SQL server 2000 or Higher OR MSDE version 2 or Higher.

Client Platform: For the Remote Control Integration and full use of ActiveX components, the Host OS for the client must be Windows 2000, 2003, XP, Vista, or higher.

Browser Support: Fully Support IE 5.0 or higher, Netscape 6.0 or higher and Firefox version 1.1 or higher.

