ResQDesk

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 offers prioritized help requests, automatic ticket assignments, and ticket status escalation. Corporate status reports and operator metrics gauge the effectiveness of support request management and maintenance.

- **Customization**
  Valuable time and effort is saved by IT Administrators with ResQDesk's easy to use and customizable interface.

- **Total Integration**
  Total integration with CrossTec EMS and CrossTec Remote Control. Can be used as a stand alone tool or as part of the Integrated Solutions Suite.

Streamline Your Help Desk & Support

CrossTec ResQDesk helpdesk 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 web-based, self hosted solution that features advanced implementation of ITIL processes. ResQDesk is available as a standalone help desk application or is available as a part of CrossTec's Integrated Solutions Management Suite.

Minimize system downtime and manage customer expectations easier and more effeciently than ever before. ResQDesk will help you maximize your return on investment.

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.

Scan with your mobile device
for more information

CrossTec *Corporation*

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
Ticket notes and history includes source identifiers.

Logging
Help request logging includes customizable categories to aid inputting.

Attach Files
Files can be attached to tickets.

Set Priorities
Ticket priorities can be automatically assessed.

Detailed Reporting
Detailed corporate status reports include totals for all calls in, call status, and average resolution times.

Active Directory Integration
Full Integration with Active Directory eases user reporting.

Streamlined Solutions
Streamlined creation of a solutions database aids and simplifies future help requests.

Simplified Management
Simplified management of problem type definitions.

User Inventory
Full user inventory for both hardware and software is available to expedite help requests when used with CrossTec EMS IT Asset Management software.

Online Reviewing
Review help requests and gain access to real time current status reports.
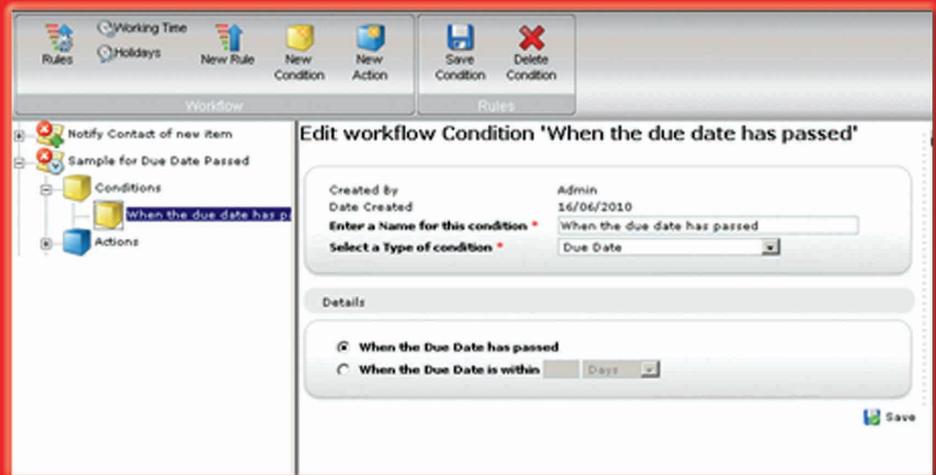
Enhanced Security
ResQDesk offers enhanced security and access control management of operators and users.

Integrated Solutions
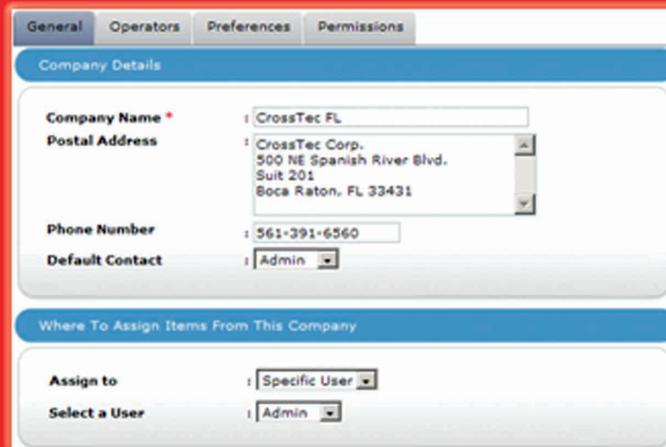Direct Integration with CrossTec EMS and CrossTec Remote Control

ResQDesk
Web Based Helpdesk

Easy to Use

Easily Customizable

Easily sort by company and gain quick access to information

CrossTec Corporation