

SteadyPoint Help Desk

SteadyPoint Help desk is a SharePoint Add-in built using native SharePoint components, it provides the following features:

- Collaboration on tickets
- Notifications, Reminders and Escalation on all tickets
- Three routing options: Direct assignment, SPOC and Resource Pool
- Tasks re-assignment
- Knowledge Base
- Reporting

SteadyPoint Help Desk will help your organization achieve the following:

- Reduction of operations Cost
- Quantify measurement of operations to Act quickly
- Having a defined business process (BP) and SLAs
- Content Management
- Team Collaboration
- Time-To- Delivery



Simple Help Desk
system to manage all
your organization
Tickets

SteadyPoint

Founded in 2011, SteadyPoint is a leading Microsoft services provider specialized in SharePoint, Project Server and Office 365 solutions.

We help our customers capture the real value of their organization by providing the following services:

- Intranet portals
- Document and file Management
- Team collaboration management
- Enterprise search
- Business intelligence
- Content management
- Process automation
- Enterprise Project Management



Define Parameters

Ticket type

Create catalog of Tickets in three levels (Area, type, sub type).

Support Teams

Choose teams and Managers within ticketing SLA and associate the routing option most fit for the selected team:

Escalation Plans

Control SLA execution, escalation plans can be configured to define the following parameters:

- Response time
- Fix time
- Verification time
- E2E time

Reminders.

Based on ticket priority selected by the author, the system will send repetitive reminders for assignee until completing his task.

Notifications, Reminders and Escalation

Upon task assignment, the system will send an email that contains a URL for new assigned task with basic information. In addition, for each ticket type, admin can define a custom escalation and reminder plans based on the ticket type and priority.

Collaboration

Views

User can choose any of the following views: All tickets, My open tickets, My closed tickets, last 7 days tickets to see his related tickets or build his own views:

Permissions

- No one can delete any ticket
- The author has edit permission and can view all his tickets.
- No one can respond on assignee task except the system admin and site collection administrators.
- Every manager has read permission on all tickets of his team members.

Discussion List

A new discussion item with the same name of ticket gets created with open permission for all involved groups/users in the ticket..

Attachments

Multiple attachments for any kind of files are supported on item level with the ability to delete them.

Re-Assign Task

Ticket shall be assigned to only one resource to handle it, before that and during the routing it may be assigned to either a group or a user.

Once the ticket assigned to resource to

Routing options

Three routing options are supported:

- 1- Direct assignment
All tickets of this category will be assigned to a specific employee.
- 2- SPOC
Single point of contact who responsible about resolving this kind of problems
- 3- Resource Pool
A group of resources who responsible about resolving this kind of problems, first in first served

Knowledge base

A separate list will be created to log tickets output (problem, and resolution) to form a knowledge base for future similar cases. Once the ticket closed the system will create a new knowledge base record.

Reporting

Statistical reports are covered to show tabular, charts, and KPIs.

Contact Us

SteadyPoint
Palestine
Ramallah, Al-Balou'

info@steadypoint.net

Visit us on the Web:
www.SteadyPoint.net