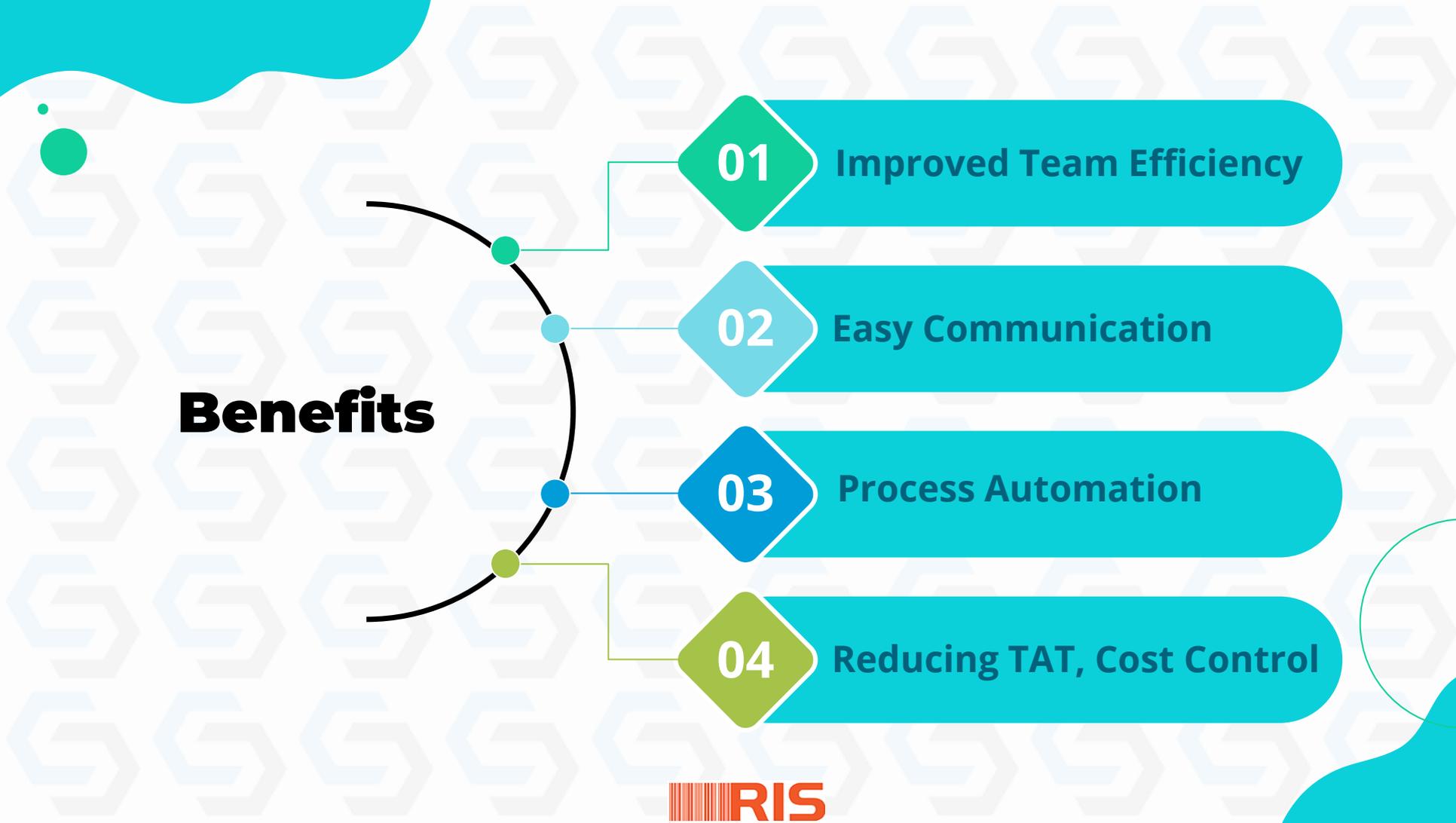


Global Service Desk



A Complete Solution for Ticket Tracking

Benefits



01

Improved Team Efficiency

02

Easy Communication

03

Process Automation

04

Reducing TAT, Cost Control

GSD - Main Functionalities

Registration

Ticket registration with attachments, if any

Follow-ups

Follow-ups can be set at any level and can extend/cancel

Allocation

Can view, allocate and change status of tasks of subordinates.



Actions

Initiate actions (Take, Assign, Resolve, Hold, Reject, Reopen)

Delegations

Can delegate own or subordinates' tickets for a spec. period to others

Dashboard

Easily understood and easy to analyze each events

GSD - Main Functionalities Contd..

Ticket Routing

Ticket routing to specific user or group as per WF

Proritise Tickets

Special attention to critical tasks



Asset Linking

It's easy to track assets of each employee and it shows up directly on ticket page.

Prod/Inventory

Simple asset mgmt. system to keep the track of assets in ticketing

GSD - Addons

Link Tickets

Any previous tickets can be linked to the new ticket



Attach Docs

Send and receive attachments, screen shots



Timeline Chart

To view the time elapsed between actions as a chart



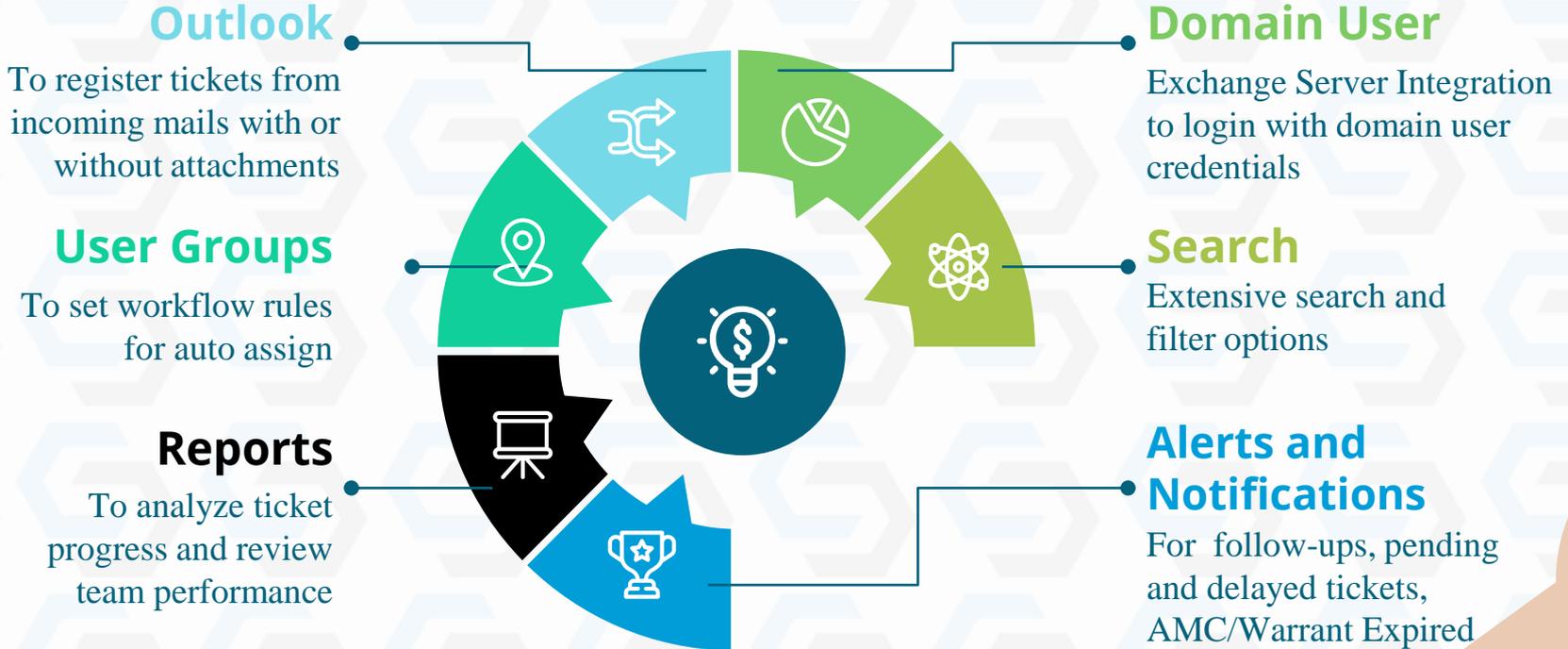
History

To view all the previous actions in a ticket



GSD

GSD - Addons Contd..



Users



Admin

Configurations, Masters
and Settings



Managers

Assign, View Sub-ordinates
Tasks, Follow-Ups,
Escalations



Employees

Open Tickets, Change
Status of Tickets

Process Flow

Register

Entering details of Ticket

A1

Save

Saving Metadata

A2

Submit

Attach. Docs,
Link Tickets

A3

B1

Assign

Assigns ticket to a user or group

B2

Resolve

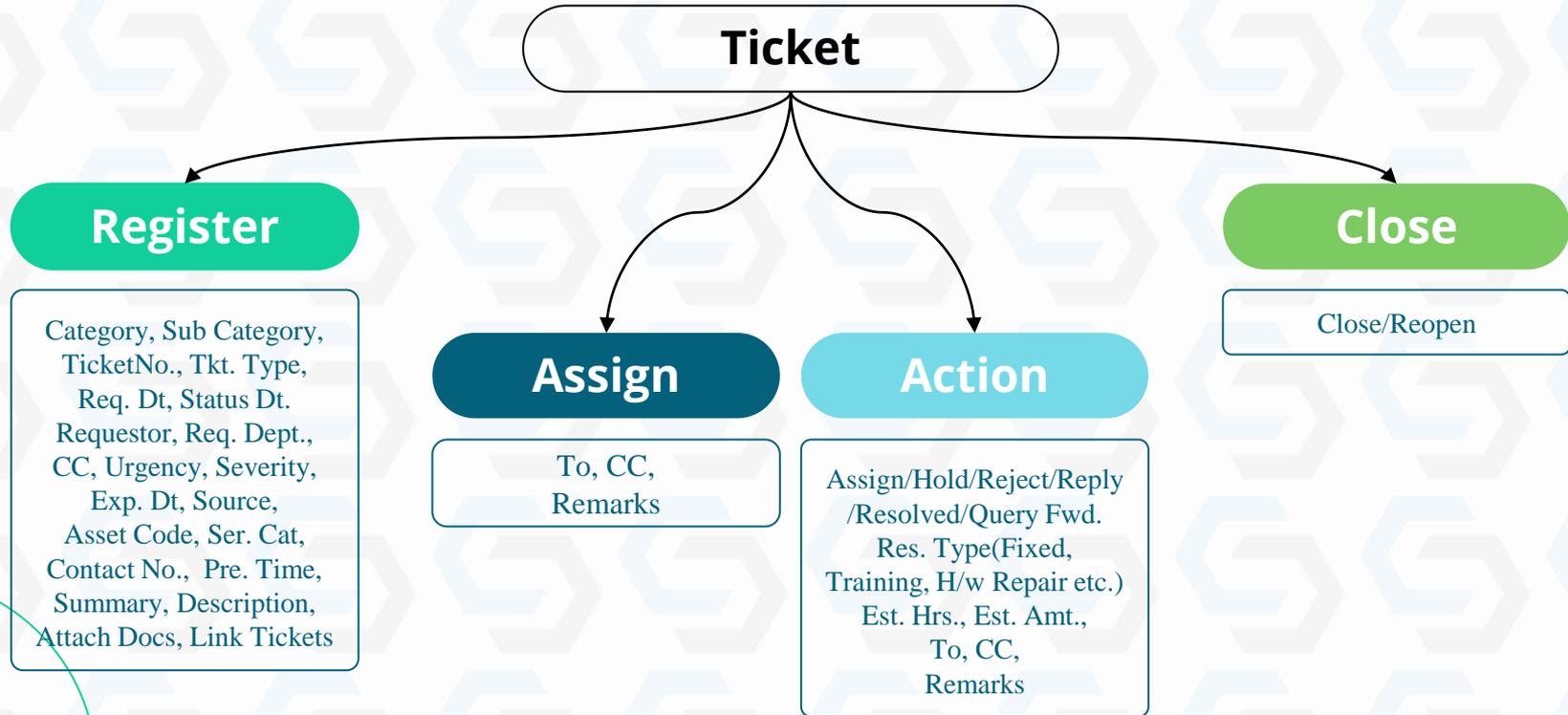
Resolving the ticket

B3

Close

Reporter is closing the ticket

Ticket Metadata



GSD - Reports

Audit Trail

Displays list of actions done by the users

Pending Tickets

Tickets pending with me, with my team, with each user

Ticket Status

Status wise reports, Ticket Ageing Report



Admin Reports

Reports for all master data

Asset Reports

Warranty/AMC Expired, No. of Licenses used, Repaired/Damaged

Sample Dashboard Reports

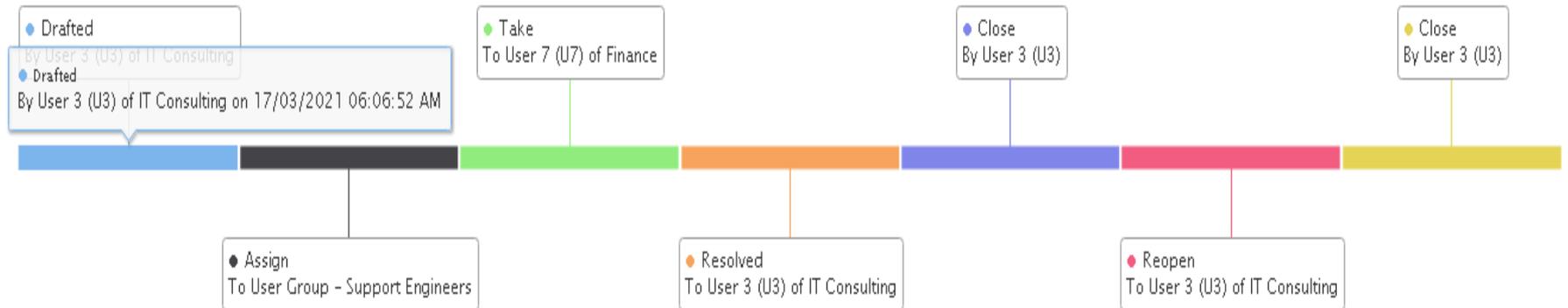


Timeline Chart

Ticket Timeline - Ticket No. REQ/17/03/21/00004

Ticket Timeline

Ticket No. REQ/17/03/21/00004



Ticket Registration and Resolutions



Inbox - REQ/19/03/21/00012

Category	Sub Category	Ticket No.	Ticket Type	Requested Date	Status Date	
Applications	FA	REQ/19/03/21/00012	Enhancement	19/03/2021	19/03/2021	
Requestor	Requestor Department	Cc	Urgency	Severity	Expecting Resolution Before	Source
User 2 (U2)	IT Consulting	User 5 (U5)	Medium	Normal	19/03/2021 08:00:00 PM	Direct
Asset Code	Service Category	Preferred Contact No.	Preferred Contact Time	Current Owner	Status	
Enter Asset Code	None	675567657	4354354354	User 3 (U3)	Open	
Summary	Description	Elapsed Time				
Ledger	Add a new column in ledger report	16 Mins ago		History		

- PREVIOUS COMMUNICATION
- ATTACHED DOCUMENTS
- ATTACHED REQUESTS
- TICKET TIMELINE
- ACTION PANEL

Action *	Resolution Type *	Est. Hrs.	Est. Amount	To *	Cc
Resolved	<--Select-->	Enter Est. Hrs	Enter Est. Amount	User 2 (U2)	Select Cc
Resolved	<--Select-->				
Assign	Assistance				
Reply	Fixed				
Query Forward	Hardware Repair				
Hold	Others				
Reject	Software Patch				
	System Update				
	Training				
Remarks *		Enter Remarks		Save Cancel	



Asset Management

Asset Management

Asset Code: Category: Sub Category: Manufacturer: WTY/AMC Exp. As On: Allocation Exp. As On:

Attached To User: Ticket No.: Status:

Asset Listing

Asset Code	Serial No.	Category	Sub Category	Manufacturer	Warranty Type	Covered Till	Status	Attached To	Attached Till
AC001	AC00001	Hardware	Laptop	Acer	Warranty	13/03/2023	Attached	User 2 (U2)	
AC002	AC00002	Hardware	Laptop	Acer	AMC	13/03/2026	Damaged		
AC003	AC00003	Hardware	Laptop	Acer	Warranty	13/03/2023	Attached	User 2 (U2)	
AC004	AC00004	Hardware	Laptop	Acer	Warranty	13/03/2023	Disposed		
AC005	AC00005	Hardware	Laptop	Acer	Warranty	13/03/2023	Attached	User 8 (U8)	
KEY01		Hardware	Keyboard	Lenovo	Warranty	13/09/2021	New		
KEY01		Hardware	Keyboard	Lenovo	Warranty	13/09/2021	New		
KEY01		Hardware	Keyboard	Lenovo	Warranty	13/09/2021	New		
KEY01		Hardware	Keyboard	Lenovo	Warranty	13/09/2021	New		
KEY01		Hardware	Keyboard	Lenovo	Warranty	13/09/2021	New		



Thanks!

Do you have any questions?

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