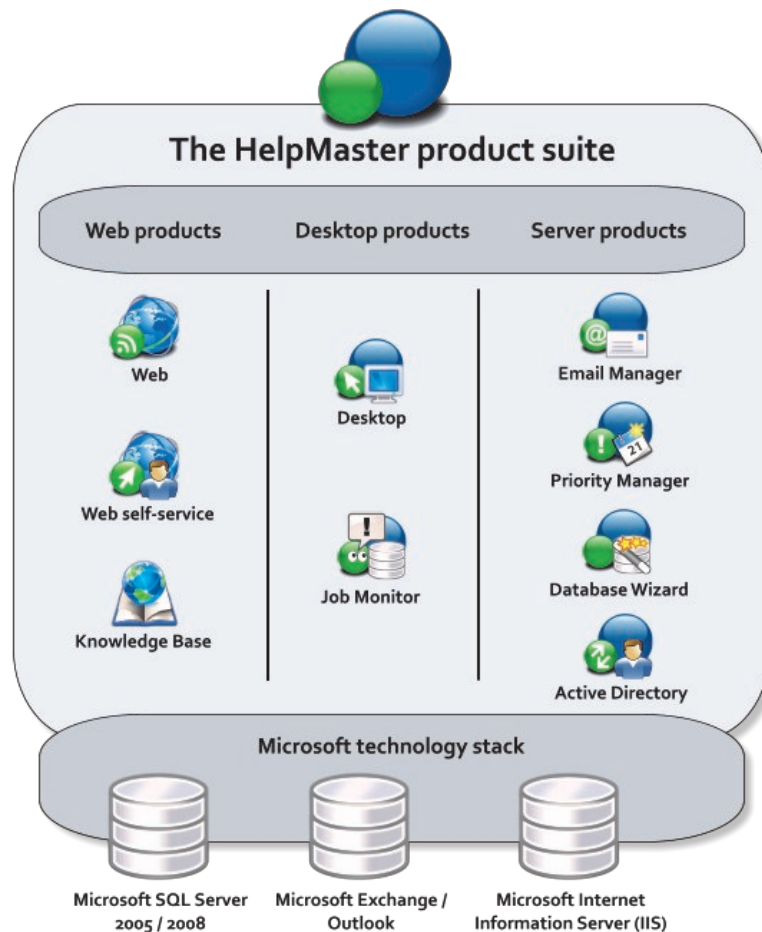


HelpMaster

Service Management and Helpdesk Software

The HelpMaster Solution

HelpMaster has been purpose-built to streamline your helpdesk and improve overall business efficiency. It does this by allowing you to support your different clients in different ways, and build workflow patterns based on the needs of your business. Whether you need a corporate knowledge-base system, an email response management system, or a comprehensive and flexible call logging system, HelpMaster delivers a complete package of helpdesk tools in one integrated suite.

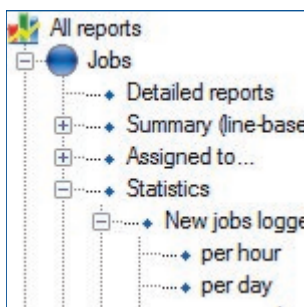
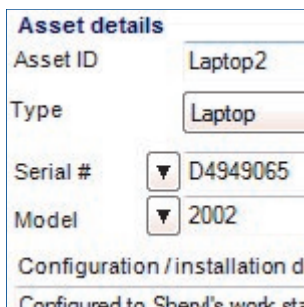
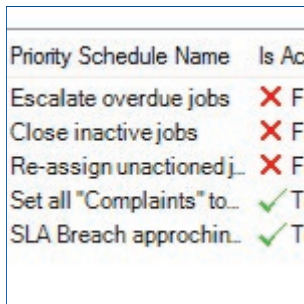
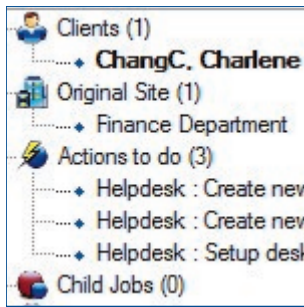


What makes HelpMaster unique?

HelpMaster is the only helpdesk system available that utilises a 3-tier template system that allows the helpdesk to create customized workflows that incorporate Jobs (incidents), with Actions (tasks) and Outgoing correspondence, or email. By using this powerful template system, you can configure HelpMaster to manage all of your helpdesk and support needs.

With this incredible amount of flexibility, helpdesks and support centres around the world are using HelpMaster in the following applications

- IT helpdesk support
- Facilities management
- Complaints management
- Software bug tracking
- General business tasking and workflow



Incident Management

- Log jobs quickly and easily via powerful job templates
- Automatic ticket number generation
- Notify clients and staff by email whenever an action is taken
- Add file attachments, keywords or a photo to any helpdesk job
- Access client or site call histories instantly
- Track time, cost, cost codes for each action taken

Problem Management

- Search the knowledge base for resolutions to known problems
- When a job is open, search for similar jobs
- When a job is open, search the knowledge base for articles with the same issue
- Use reports to identify common problems
- Link problems to incidents
- Search the knowledge base for likely solutions to issues

Knowledge Management

- Built-in HTML knowledge base
- Full text keyword searching option
- Integration with helpdesk jobs for faster job resolution
- Articles can link to other relevant articles
- Knowledge base articles have a voting system for both staff and on-line viewers
- Knowledge base articles can be published to the web for client self-service

Service Level Agreements

- Build custom escalation rules
- Schedule the frequency of re-occurring escalation rules. Eg. Email every 2 hours after a job is overdue etc.
- Build rules to automatically reclassify job codes according to organisational requirements
- Increase / decrease the priority level of particular jobs
- Re-assign jobs based on staff performance
- Configure rules on only operation with "Office Time"

Asset / CI Management

- Comprehensive asset information can be stored
- Record complete service histories of each asset
- Customise what asset information you need to track
- Link assets to clients, helpdesk jobs and other assets
- Automatically links assets to incidents or problems based on client
- Track financial, warranty and depreciation details

Reports

- Over 140 management reports
- Detail reports, statistical reports, trend reports, drill-through reports
- Many reports contain graphs, charts or cross-tab objects
- Reports can be customised with Crystal Reports
- Request custom reports form us
- Export reports to Excel, text, database, PDF and many other formats