

## News Release

# Target Helpdesk Version 3

Target Helpdesk Software are delighted to announce the release of Version 3 which represents a milestone for the product.

Target Helpdesk Version 3 includes a roll-up of many feature enhancements and previously unreleased enhancements helping you achieve ITIL compliance, operational efficiency and improved service delivery.



Enhancements cover all the areas of your helpdesk as follows.

- |                            |                                |
|----------------------------|--------------------------------|
| ✓ Request Management       | ✓ Email Management             |
| ✓ Service Level Management | ✓ Active Directory Integration |
| ✓ Workflow Management      | ✓ Management Reporting         |
| ✓ Web Portal Self-Service  | ✓ Asset Management             |
| ✓ Knowledge Management     | ✓ And much more..              |

#### New Products

Target Helpdesk Software are delighted to announce the launch of 4 great new products. These additions will compliment the core Target Helpdesk product and help further improve and streamline the client support operation. All products have been built with seamless integration as Addins to Target Helpdesk.

- **Survey Server** – use checklists and gain feedback using surveys
- **LiveReport Designer** – design your own live reports for your LiveReport Board
- **Report Server** – schedule reports to generate whenever you want and be sent by email to those you want.
- **CRM Mailer** – Build on your customer relationships by designing personalised emails and targeting all or a group of your customers and end-users. CRM Mailer comes with **FREE** 100 emails per month for existing Target Helpdesk Enterprise Edition users

#### STAY UP-TO-DATE

Target Helpdesk Software now host their blog at <http://blog.targethelpdesk.com> aimed to give you informal information such as news, hints and tips on features of Target Helpdesk.

#### NEED MORE LICENCES?

If you require additional licences, please contact us to arrange a licence upgrade. Note: Illegal use of licences will void your maintenance and support with us.

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**TARGET**  
HELPDESK SOFTWARE

## New Features

# Request Management



### Benefits

- Improved control
- Even easier to use, great for new recruits
- Team-working focus
- Achieve ITIL compliance
- Improve efficiency

### Request Management

- Notes editor – for administrators to edit ticket notes, useful for correcting text or adding comments to be included on a report or made available via the web portal to the client
- Improved Notes view design for easier viewing of tickets with many notes
- Context menu on ticket notes list offering privacy setting control (to administrators), note sort options (which is a remembered preference) and copy-to-clipboard)
- Submit request and follow-up in a single action, for even faster ticket entry where a follow-up might be given on the spot
- Team Queue visibility – when looking at your “open” tickets for example, you will also be able to see the “open” tickets in queues where you are a member
- Ticket Group Management – for grouping problems and processing group actions; update multiple tickets in a single action
- During ticket review, administrators can now change the originating requestor of a ticket, with full auditability
- Ticket attributes now include Impact and Urgency ratings giving you extended ability to achieve ITIL compliance as well as enhanced classification of tickets
- Scheduled tickets lets you setup a ticket to be created on a periodic basis, great for tracking those daily, weekly and monthly tasks
- Requestor reassignment – need to change the originating requestor on a ticket? Now administrators can with full auditability recorded in the ticket history

## New Features

# Email Management



### Benefits

- Improved control
- Even easier to use, great for new recruits
- Team-working focus
- Achieve ITIL compliance
- Gain operational efficiency

#### Email Management

- Multiple inbound/outbound mailboxes – for inbound email processing and email sending
- “Send email” facility now features a great multi-function attachment button. Attach files as normal or the drop-down options on the button allow you to attach whatever is on the clipboard to the email as an attachment. Also, you can select to add the ticket attachments to the email. These single action options make for improved productivity and ease-of-use.
- Canned email templates can now be pre-populated with the ticket attachments so if you want to enforce the process of including all attachment history, just set the indicator in canned email setup.
- When reviewing a summary list, you can now use the right-click context menu to send an email without even opening the ticket.
- HTML email composing no longer relies on Internet Explorer and is now completely .NET framework managed providing increased performance
- HTML emails now include a spell check facility that supports a number of languages including UK English, US English, Dutch, German, French and Spanish
- Review your own sent emails and all sent email using the “Sent Email”. Use LiveFilter to quickly locate and review a selection of correspondence sent from your helpdesk

## New Features

# Service Level Management



### Benefits

- Improved control
- Even easier to use, great for new recruits
- Team-working focus
- Achieve ITIL compliance
- Gain operational efficiency

#### Service Level Management

- **SLA by keywords** – you can now specify “activation keywords” which can include email addresses, asset tags as well as instructional keywords such as “urgent” or “printer error” to activate a specific service level., This is a useful additional workflow control mechanism to override the existing flexible SLA calculation based on company, client organisation, client-contact and asset
- **SLA Reassignment** – should a request be raised, for example via an inbound email and after reviewing the request, it is concluded that the request should be placed under a new or alternative SLA contract, then an administrator can now reassign the SLA used. This action is will be included on the request history
- **Stop-The-Clock** – useful for helping you achieve your performance targets by only including time while a request is in your control count towards your performance results. Target Helpdesk tracks the time a ticket is both in your control and out of your control. Simply setup you statuses to let the system know whether time in that status should contribute towards your performance or not
- **TicketWatch control** - set clients to receive email notification when a ticket is created or receive all notifications that the assignee receives

## New Features Integration, Workflow and More...

### Additional Features

- Extended Active Directory Integration
  - Introducing Workflow Management
  - Additional Management Reporting Analysis
  - Extended Web Portal Self-Service Capability
  - Enhanced Asset Management Functionality
  - Improved Knowledge Management
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- Active Directory account unlocking facility from within a ticket
  - Active Directory account password reset facility from within a ticket
  - Login to Target Helpdesk using Active Directory authentication – no need for a separate account
  - End-users can now login to the Web Portal using their Active Directory account credentials, even if they have never logged in to the Web Portal previously
  - Workflow tickets allow you to define a series of tickets to be sequentially carried out to achieve a particular job
  - Management Matrix trend analysis useful to identify busy periods on the helpdesk across the month, quarter and year
  - LiveReports Board lets you design your own dashboard using pre-configured report queries. Add both charts and data grids to your board which can be printed, exported and emailed
  - Privacy control - Notes privacy is now available so you can pick and choose which notes your end users can see when using the Web Portal Self-Service facility
  - Web Portal “Self-Register” facility for end-users to sign-up for access account themselves
  - Web Portal “Forgot Password” facility so end users can obtain their login details
  - Client Web Portal activity history is now available on the contact card when logging or reviewing a client ticket. See the “Web History” tab on the contact card to see what kb articles the client has viewed and downloaded