

News Release

Target Helpdesk Version 3.2 Update

Target Helpdesk Software is delighted to announce the latest release of the feature-packed helpdesk system.

Target Helpdesk version 3.2.7 includes a number of great enhancements added since version 3 was released.



Enhancements cover all the areas of your helpdesk as follows.

- ✓ Request Management
- ✓ Service Level Management
- ✓ Web Portal Self-Service
- ✓ Knowledge Management
- ✓ Management Reporting
- ✓ Asset Management
- ✓ Management Reporting
- ✓ And much more..

At A Glance

- Management Matrix Trend Reporting
- Enhanced client web portal data permissions
- Target Helpdesk Mobile [office] for your Windows Mobile
- Independent knowledgebase categories
- Dynamic tab icons to reflect ticket status
- All tabs now refresh using toolbar refresh button
- Reports on Vista
- More canned email tags including ticket-asset tags
- Location tracking for assets; tracking history for asset re-allocations
- Asset Make/Model lookup now included
- Performance improvements to ticket and send email facility
- Extended email instructions allow time and rate selection
- Multiple email instructions now supported
- Alt+S and Alt+C shortcut keys for quick and easy ticket save and close control
- And many more....

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

Spotlight on New Features



Benefits

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

Request Management

- **Survey Integration with the Client Web Portal** makes it simple to control information gathered at initial ticket request. Simply define surveys that contain questions pertinent to different types of requests; nominate those surveys for client web portal new ticket request list. Users will then be able to choose from the list of surveys and answer questions relevant to that type of request when raising a new request.
- **Calendar View** lets helpdesk staff and managers review their workload for the week and month ahead. Tickets can be viewed and managed right from the calendar view as well as marking on personal and public holidays/vacations and appointments. A useful integrated "Print Calendar" button on the calendar view lets you print your workload.
- **Ticket Updates and Responses** can now be processed directly from the ticket summary list. So if you have one, two or perhaps 5 tickets to close, just select them, right-click and choose status | Close from the status menu. You also have context sensitive options to let you reassign or start an email response.
- **Email Instructions** allow helpdesk staff to reply to system emails alerts with instructions to control properties of a ticket such as status, priority, assignee and time. These email instructions now support multiple instructions per line. Also supported is time logging with rate selection. So replying to a system alert with *status:closed,time:2hours@on-site* will close the ticket and log 2 hours of time using the "on-site" support rate for that client.

User Interface

- **Dynamic tab icons** mean you can relate the status of each ticket you are actively working on just by looking at the tabs.

New Features

Spotlight on New Features (continued)...



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- Gain operational efficiency

Email Management

- **Canned Email Template** tags now include a range of asset properties so tickets that are tied with an asset can now automatically include asset information.

Client Web Portal

- Client Web User accounts can now be setup to include and exclude attributes that a client user can view and update on a per-account basis. This gives you the opportunity to allow customers to set and maintain for example, the priority or even status of a ticket during its life.

Management Reporting

- The Management Matrix is a great tool to get an instant graphical and numerical overview of your helpdesk. This has now been extended to include quarterly, monthly, weekly and daily call breakdowns along with day-of-month, day-of-week and time-of-day trend analyses. All this can be quickly exported to Excel or printed direct from the screen.

Mobile Addln

- Target Helpdesk Mobile [office] is free for each desktop that runs on your Windows Mobile smartphone. Simply sync and go, update tickets when on the move and sync back your updates. Note: Mobile [anywhere] that allows sync over your WiFi and 3G data connection requires a licence.

Upgrade Procedure

Upgrade Now ?



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Get the update now!

- All clients with a valid maintenance and support contract are eligible to upgrade
- You can obtain the update today by visiting http://www.targethelpdesk.com/download_upgrade.aspx
- Before upgrading always backup your database and follow the standard upgrade procedure described below.
 - Everyone logout of Target Helpdesk and stop the "TargetHelpdesk Service" on the server. (Go to Control Panel | Administrative Tools | Services and locate the service in the list)
 - Run the "upgrade_desktop.exe" on your own machine and perform a successful login. (Be sure to select the middle option "Upgrade" on the first screen)
 - Run the "upgrade_server.exe" on the server and start the "TargetHelpdesk Service" (Be sure to select the middle option "Upgrade" on the first screen). This upgrades the Target Helpdesk Enterprise Windows Service only. If you have a desktop installed on your server, then run the "upgrade_desktop.exe" also.
 - Upgrade any additional desktops using the "upgrade_desktop.exe"
 - If you have the web portal, unpack the "upgrade_web.rar" package into the web portal home folder and restart IIS using "iisreset" from a command prompt.
Note: it is better to unpack the files as stated, directly into your web portal web site folder in order for the files to inherit web file permissions.

Future Features Research & Development

What are we working on next?

- Stop-The-Clock Auto-Resume
- Scheduled email alerts
- Extended Web Portal Self-Service Capability
- Service Achievement Certification
- VOIP integration
- Asset Scanning Integration

We are always keen to hear feedback and funnel this into our continuous development cycle. This has proven an all important win-win for you and us. For you, it means you see enhancements that you suggest and for us, it means an even better product. Here is an insight into new developments we are considering for the future.

- Scheduled Email alerts will let you centrally set via your SLA, the option to issue a customer with a status update periodically, for example, every hour or every day.
- Stop-The-Clock Auto-Resume will put a ticket back into an open status upon detection of a client response update.
- Whilst we are working on a long-term redesign of the web portal, we are also adding further enhancements to the web portal to add value to the customer experience.
- We are currently designing a service achievement award that will certify the level of service you have provided over the past period according to a demonstrable algorithm. This will allow you to show customers, old and new how well you perform in a single rating mechanism.
- We are currently researching VOIP integration to allow auto-retrieval of client records at phone-in.
- Barcode scanning of assets is a new addition to compliment Target Helpdesk to help both internal and external helpdesks track assets more comprehensively and effectively.

We hope the above gives you a glimpse into some of the research and development activity we are currently undertaking. Please do not hesitate to make a suggestion or if you specifically require a new custom feature, let us know and we will work with you on a fixed price basis to make this available to you within an agreed timescale.