



everything HelpDesk

Your Comprehensive Service Solution

Your life doesn't need to be complicated, always stay one step ahead with Ticket Templates

GroupLink Corporation



The Challenge

Have you and your staff heard questions like these before?

- **Has the new hire's workstation been setup?**
- **Who do we talk with to get the new hire's GroupWise Account created?**
- **What internet access rights should the new hire be given?**
- **How do we let Human Resources know that the new hire's email account is created so that they can send over their Company Policy Handbook and insurance information?**
- **How do we handle issues and their resolution when it spans multiple departments and supervisors?**



The Challenge

How about questions like these?

- Can we automate the process to reset user's passwords?
- Is there a way to create a template to help people setup or change their voicemail?
- Is there a help desk solution that provides an template answer to quick, routine requests and tasks?



The Challenge

Are you tired of wasting valuable time and resources trying to answers these questions and organize your business processes and routine tasks?

Let GroupLink's *everything* HelpDesk® help you stay one step ahead of your business processes and routine tasks!



The Solution

Key Ticket Template Benefits

- Clearly outline the steps and tasks to complete any of your business processes, such as new hires, directly in the Ticket.
- Automatically launch the new hire Ticket Template when a new employee is hired.
- Track any comments or changes in the Ticket's History record.
- Attach images, pictures, or instructions to help complete each task.
- Automatically launch the next template task when the previous one is completed with the Ticket Template Work flow intelligence.
- Ticket Templates can be used to handle anything from new hires, reset password requests, weekly server backups, to setup voicemail requests. Not to mention that any task or process can be setup on a time interval to automatically launch on a set day.
- Issue resolution and tracking can span multiple departments, I.T., Human Resources, Facilities, etc.. The solution does it all.



Ticket Templates

Avoid the costly expense of inefficiency and red tape by automating your processes.

With *everything* HelpDesk's Ticket Templates, business processes and routine requests and tasks have never been easier.

Here's How!



Scenario 1

Michigan State's School District has a specific business process that is expected to take place whenever a new employee is hired. The individual tasks and processes that make up the new hire procedure can be easily forgotten if not created and tracked properly. The process needs to be turned into a Ticket Template that can quickly be put into play, easily completed, and quickly turned into the department supervisor by week's end when a new hire takes place.

To get started the Human Resource supervisor will log into the HelpDesk and create a Ticket Template for the new hire process at Michigan State's School District.

The supervisor will put in the name for the Ticket Template, then check the Mark as Private checkbox so that end users can't launch the new hire tickets.

Scenario 1

Ticket Template Name: Mark as Private:

Tickets
Recurrence
Work Flow

New Hire

- Setup Workstation
 - Setup Desktop
 - Setup Laptop
 - Computer Login Account
 - GroupWise Account
- Train on Policies
- Setup Insurance
- Train on 401K Plan
- Company Handbook
 - File Read & Signed

New Ticket

▼ Contact Information

Contact : Email : wonder@grouplink.net

Phone : (None) Address : (None)

▼ Ticket Info

* Location : Priority :

* Group : Status :

* Category : Est. Compl. Date :

* Category Option : Asset :

* Assignment :

▼ Description

* Subject :

CC :

BC :

Note :

Thanks,

Attachments : (1MB file size limit)

Notify? Technician User



Scenario 1

Next the supervisor will create the tree diagram or the hierarchical flow of the Tickets representing the tasks of the new hire process for the district.

The top level Ticket will be a Ticket giving an overview of what is expected during the new hire process in the district.

The next level created will be the tasks that can run independently of any other tasks. Such as Setup Workstation, Train on Policies, Setup Insurance, Train on 401K Plan, and Company Handbook training.

Under each independent task of the new hire process the supervisor will create additional tasks that need to be completed. An example of this is for the Setup Workstation task to be complete; the Setup Desktop task, Setup Laptop task, Create Computer Login Account task, and the Create GroupWise Account task are all tasks that belong under the Setup Workstation task.

The whole process can be created, saved, and edited at anytime by the supervisor.



Scenario 1

The supervisor can also create the new hire Ticket Template with work flow. To do this the supervisor chooses which Tickets they want created when the Ticket Template is initially launched. The supervisor chooses to have the Setup Workstation Ticket launched initially.

Next the supervisor chooses to have the Setup Desktop, Setup Laptop, Create Computer Login Account, and Create GroupWise Account Tickets launched in Step 2 when the Setup Workstation Ticket is changed to the Closed Status.

The supervisor can walk through and have each task from the tree diagram launched when the previous task is closed and resolved. This is the power of Work flow.

Scenario 1

Ticket Template Name: Mark as Private:

Tickets **Recurrence** **Work Flow**


New Hire

- Setup Workstation
 - Setup Desktop
 - Setup Laptop
 - Computer Login Account
 - GroupWise Account
- Train on Policies
- Setup Insurance
- Train on 401K Plan
- Company Handbook
 - File Read & Signed

Step 1 These Tickets will be launched when the Ticket Template is submitted or when it is run off of a scheduled date from the Recurrence Pattern.

Setup Workstation

When these tickets reach this status launch step 2 tickets:

Step 2 [Add New Step](#) 

Setup Desktop
Setup Laptop
Computer Login Account
GroupWise Account



Scenario 2

North Dakota City Bank has numerous requests a day to help reset account passwords for customers that have forgotten their passwords. It is cumbersome and time consuming to try create the same ticket over and over multiple times a day. The branch supervisor would like to create a Ticket Template for resetting a customer's password, so that the template can quickly be launched and a record of it can be stored in the database for ITIL compatibility.

To get started the branch supervisor will log into the HelpDesk and create a Ticket Template for resetting account passwords.

The supervisor will put in the name for the Ticket Template, then uncheck the Mark as Private checkbox so that the customers can launch the reset password Ticket Template.

Scenario 2

Ticket Template Name: Mark as Private:

Tickets Recurrence Work Flow

Reset Account Password

New Ticket

▼ Contact Information

Contact :
Email : wonder@grouplink.net
Phone : (None) Address : (None)

▼ Ticket Info

* Location : Priority :
* Group : Status :
* Category :
* Category Option : Est. Compl. Date :
* Assignment : Asset :

▼ Description

* Subject :
CC :
BC :
Note :
New Login ID:
New Password:

Attachments : (1MB file size limit)

Save

Notify? Technician User



Scenario 2

Next, the supervisor will create the Ticket Template. For this scenario the supervisor will only have to create on Ticket. With the steps of what was done to reset the password in the note of the Ticket.

The whole process can be created, saved, and edited at anytime by the supervisor.



Scenario 3

Hartford city Police Department has a policy that all servers have to be backed up nightly. The police department has a technician execute the backup prior to leaving each night. The I.T. supervisor would like to create a Ticket Template that can be set on a time interval to launch the Ticket Template daily.

To get started the I.T. supervisor will log into the HelpDesk and create a Ticket Template to backup the servers.

The supervisor will put in the name for the Ticket Template, then check the Mark as Private checkbox so that the customers can't launch the backup servers Ticket Template.

Scenario 3

Ticket Template Name: Mark as Private:

Tickets Recurrence **Work Flow**

Backup Servers

New Ticket

▼ Contact Information

Contact : Email : wonder@grouplink.net
Phone : (None) Address : (None)

▼ Ticket Info

* Location : Priority :
* Group : Status :
* Category :
* Category Option : Est. Compl. Date :
* Assignment : Asset :

▼ Description

* Subject :
CC :
BC :
Note :
Attachments : (1MB file size limit)

 Notify? Technician User



Scenario 3

Next, the supervisor will create the Ticket Template. For this scenario the supervisor will only have to create one Ticket with the steps of what needs to be done to backup the servers each night.

The whole process can be created, saved, and edited at anytime by the supervisor.

To set the Ticket Template to launch daily the supervisor clicks on the Recurrence Tab and then clicks on the Daily Option.

The supervisor then sets it up to occur daily from 06/25/09 thru 12/31/09.

Scenario 3

Ticket Template Name: Mark as Private:

Tickets | **Recurrence** | Work Flow

Backup Servers

Recurrence pattern:

Daily On

Weekly The of

Monthly

Yearly

Range of recurrence

Start: End after: occurrences

End by:



Summary of Benefits

Using GroupLink's Ticket Templates for business processes such as, a new hire and nightly server backups, as well as routine requests or tasks such as, resetting an account password, provides companies with a solution that not only automates their business processes and routine tasks, but quickly pays for itself with huge returns on the initial investment. It accomplishes this by:

1. Lowering the Total Cost of Ownership for the help desk.
2. Ridding companies of the need for separate request resolution and change configuration management software tools for each department.
3. Allowing the technicians and workers in each department to spend their time performing the important tasks and following through with the processes instead of trying to manage them.
4. Creating an audit trail that can be used for future analysis and reports that the company can use to make better decisions about their business processes and routine requests and the man hours needed to properly perform them, saving thousands of dollars yearly.

Summary of Benefits

Remember

1. The application not only perfectly organizes and tracks your business processes and routine tasks, but is also provides a smooth solution for your IT help requests.
2. End users can fill out a ticket to request support, as well as track their requests from the same place. This will help resolve questions such as:
 - Why do our users never fill out the appropriate paper work to request help?
 - "Hey can you help me?" phone calls.
 - How can I possibly have enough time in the day to call back and update the user on their request?
3. Track your Assets with eHD's powerful Asset Tracker.



Next Step

Thank you for viewing GroupLink's demonstration of The *everything* HelpDesk, and its business process and routine request solution.

The product has much more functionality than we were able to show, so we hope you'll **join us for a free online demonstration**. We want to answer your questions and get your input.

To schedule a personalized online demonstration, contact us at info@grouplink.net or (801) 335-0702.

Thanks!