

Matrix42 Service Desk

Solve don't administrate



When users encounter a problem they want it solved immediately. Matrix42 Service Desk helps the support team provide efficient help by asking the right questions when the ticket is created and forwarding the ticket, including system information, automatically to well-trained support staff.

Thanks to the bidirectional interface to Active Directory, rights and new passwords can be assigned directly via the ticket with a simple mouse-click. All other problems are categorized in clear priority levels, assigned accordingly and then resolved. This ensures compliance with agreed service levels and minimizes downtimes for users.

- ▶ **Web-based, ITIL V3-certified helpdesk solution**
Centralized incident, problem and change management
- ▶ **Role model for automated ticket assignment**
Free definition of responsible roles and contacts
- ▶ **Online ticketing and e-mail connection**
Automatic ticket creation and notification of all involved parties
- ▶ **Self-service portal with integrated knowledgebase**
Support for users and 1st level support staff



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Clearness and efficiency are key for the Matrix42 Service Desk. New tickets are prioritized and assigned correctly to the respective contact, based on the integrated role model. Related licensing and system information is provided with every ticket. As soon as the support staff takes care of the ticket, it is assigned a new status automatically – and the user is notified accordingly.

Entering a new ticket is a matter of seconds: Fields such as employee or computer name are matched with the database when they are completed, and ready-to-use templates are provided for routine requests. The adaptive knowledge base also provides articles to help users with their questions – this way, some tickets are solved even before they have been completed.

Solve Directly Via the Ticket

Key activities can be performed directly via the ticket: Software installations, new passwords or permissions can be initiated with a mouse-click. And if response times are too long, the integrated escalation process sends an alert.

If several similar incidents occur, Service Desk helps to analyze the causes and provides references to existing solutions. Once the problem has been identified, change management ensures clear processes for structural changes. A detailed reporting function provides insight into reliable IT support metrics such as first-done rates etc. You get a clear overview of what does not work properly – and can use this knowledge to transform minor weaknesses into major strengths.

- ▶ **Quick overview of all service activities**
Automatic display of recent calls, availability of most common tasks as routines in the customizable activity bar
- ▶ **Centralized incident, problem and change management**
Hierarchical categorization of incidents and problems, including information on assets, changes and configurations
- ▶ **Integrated, adaptive knowledgebase**
Support of users and 1st level support staff with appropriate suggestions for solutions
- ▶ **Independent performance of routine tasks**
Initiation of software installations or rights assignments via integration to MS Active Directory or a software distribution system
- ▶ **Automatic status alerts**
Continuously inform of users on the status of their tickets
- ▶ **Integrated role management with collective mailboxes**
Management and assignment of responsibilities, based on categories
- ▶ **Integrated reporting for a detailed service activity analysis**
Reliable metrics on all activities, for instance, the number of tickets, first-done rates, time needed or resolution rates



matrix42

Matrix42 AG
Dornhofstraße 44-46
63263 Neu-Isenburg
Germany

Tel.: +49 (0) 6102/816-0
info@matrix42.de

Matrix42 USA, Inc.
400 Perimeter Center Terrace
Suite 250
Atlanta, Georgia 30346

Phone: +1 (888) 694-2872
info@matrix42.com

www.matrix42.com