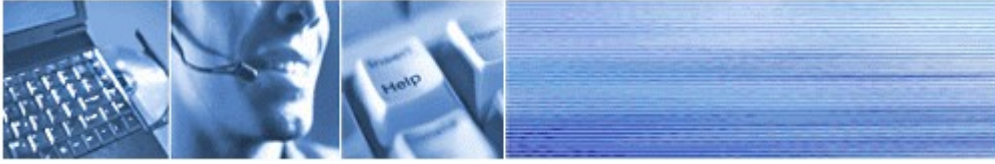


VisionDesk V2.1



Main Features:

- Fully Web Based System for the Clients,Support Team, And the Managers
- Self Service for the Clients – They can raised there trouble tickets by them self.
- User friendly as it is a web based system and most of the users are familiar with the Internet and the browsers.
- Arabic / English Interface for the clients
- Automatic Assignment for the Trouble Ticket.
- Support Multiple Teams and do automatic assignment within each team.
- Three Levels of security Access (Support Team,System Administrator,Manager)
- Real Time statistics and reports regarding trouble tickets and support teams.
- Can retrieve any Microsoft Desktop or Server hardware and Software remotely online.
- Clients are aware of there trouble tickets status by receiving notification emails.
- Support Teams can be notified when any trouble ticket raised by receiving emails or popup from a small tool located in the taskbar.
- Knowledge Base
- Very low resources
- Powered by MySQL Database Server.
- 100% Kuwaiti Product.



Fully Web Based System:



The best feature in this system is that it is a web-based system so it can be accessed from anywhere and no need to do any installation on any desktop; they only need to open their browsers.

Self Service:



The users have the ability to submit their trouble tickets by themselves after they provide the necessary information.

By this you will avoid busy telephone lines and ignoring clients by the operators.

User friendly:



The system is designed to be user-friendly and simple interface for the clients, support team, and the managers.

So in many cases you will not need to do a training specially for the clients.

Arabic / English Interface for the clients:



You will not have a problem if you have some clients that do not read or understand English because you have also an Arabic interface that contains department and category names in Arabic.

Automatic Trouble Ticket Assignment:

New Help Request							
No	Date	Assigned TO	Department	Section	Name	Category	Description
2516	12-08-2006 21:54:24	All Teams	Customer Care Division	Inbound - 121	Arrived at Stationery	Printer	The printer in Inbound Area - 1 working
2517	12-08-2006 10:10:13	All Teams	External Relations Division	60504	Printer	Computer	Nil test

The System by defaults will do automatic assignment for the trouble tickets between the responsible team based on the category.

By this feature :

- You will not need to assign some one just to do trouble tickets assignment.
- The load with shared equally by the team.

Support Multiple Teams:

[Add New](#)

Groups List	
ID	Name
1	Helpdesk Team
2	Servers Team
3	Network Team
4	Printers Team
5	Applications Team
6	Security Team
7	PBX Team

The System can be used by Multiple teams and distribute the trouble tickets between them by associate each team with one or more categories, and also you will have automatic assignment within each team.

So you can have a team for servers or printers or security and they are all working in one system and one interface.

Three Levels of Security Access :



The system has three levels of access as and each one has it's own authority and permission:

- Support Team Member
- System Administrator
- Manager (Read Only)

Real Time Statistics and Reports:

The screenshot shows the 'Statistics' tab of the VisionDesk V2.1 interface. It features a navigation bar with 'Statistics', 'Find', 'Support Team', 'PC Info', and 'Settings'. The main content area displays a table with the following data:

Category	Value
New Help Requests	8
Pending Help Requests	6
Closed Help Requests	2873
Average Help Request Day	10.296
Average Time to Close Help Request	7.041 Hours

Below the table are three buttons: 'Support Team', 'Departments', and 'Categories'.

By this statistics and reports you will now exactly:

- Load on your teams
- Response time by each of the team members
- Type of problem that you are mostly facing based on departments and categories.
- Open and Pending Trouble tickets

All this by using simple,easy,and fast interface.

Online Hardware and Software information Retrieval:

The screenshot shows the 'PC Info' tab of the VisionDesk V2.1 interface. It features a navigation bar with 'Statistics', 'Find', 'Support Team', 'PC Info', and 'Settings'. The main content area displays a table with the following data:

Main	
Computer Name	oliver
Manufacture	Dell Inc.
Model	OptiPlex GX280
Serial	2XL1B1J
Chassis	Desktop
Processor	Intel(R) Pentium(R) 4 CPU 3.20GHz
Ram	502.070 MB
User Name	

Below the table are four buttons: 'Add Remove Programes', 'Shutdown', 'Reboot', and 'Logoff'.

By this Module you can:

- Retrieve All hardware information like: Manufacture,Model,Serial,Chassis(Laptop,Desktop,Tower),Processor,ram,OS,Service Pack,Hard Drives,VGA,Network Cards,Logical Drives
- Retrieve All Add/Remove Programs
- Remote Shutdown
- Remote Reboot
- Remote Logoff

Clients are aware of there trouble tickets Status:

New Help Request							
No	Date	Assigned TO	Department	Section	Name	Category	Description
2616	12/05/2005 21:54:74	Jj Tamas	Customer Care Division	Internet - 121	Amal al-Sayemiy	Printer	The printer in internet Area - 121 is not working
2617	18/05/2005 10:10:38	Jj Tamas	External Relations Division	Internal	Amal al-Sayemiy	Computer	Internet

- Client can view Open and Pending Que
- They will receive a confirmation email when submit the trouble tickets
- A notification email when the trouble tickets is set to pending
- A notification email when the trouble tickets is Closed

Support Teams are aware of any new submitted trouble tickets:

The image shows an email notification from 'PW HelpDesk System' and a taskbar notification bubble. The email subject is 'PW HelpDesk System' and contains the following text:

Your help Request no.3033 is submitted successfully we will be with you as soon as possible.

Please don't reply to this email it is automatically generated message.

Thank you for using our services
Best regards VisionBank

Help Request Details:

- Department: Marketing, Sales, PR, PRT Division
- Category: Application-Software
- Section: Customer Relations
- Name: Aaa
- Ext. or Mobile: 0361802
- Email: amal@vbk.com.jo
- Description: There is something wrong with my Outlook

The taskbar notification bubble titled 'New Help Request' lists the following items:

- No.2971 Assigned To (Ghadeer Ibrahim)
- No.2970 Assigned To (Ghadeer Ibrahim)
- No.2976 Assigned To (Ali Kamel Majed)
- No.2978 Assigned To (Hussein Kansour)
- No.2979 Assigned To (Ghadeer Ibrahim)

- Notified by receiving email from the system containing details of the trouble tickets
- Notified by small tool located in the taskbar.

Knowledge Base:

The screenshot shows a search interface with a top navigation bar containing 'Find', 'Support Team', 'PC Info', and 'Settings'. The main content area is titled 'Find' and contains the following fields:

- Help Request No:
- Sender Name:
- Department:
- Category:
- Problem Description:

Below the fields is a 'Find' button and a 'Find By Support Teams' button.

You can easily find any trouble tickets by using multi parameters ,so the support team can find how they solved a trouble ticket before time.

Very Low Resources:

The system does not require high resources or high end server because it is only required:

- Windows 2000/2003 server
- 512MB of ram
- IIS5/IIS6
- MySQL Database Server

Powered By MySQL Database Server:



The MySQL® database has become the world's most popular open source database because of its consistent fast performance, high reliability and ease of use. It's used in more than 8 million installations ranging from large corporations to specialized embedded applications on every continent in the world. (Yes, even Antarctica!)

100% Kuwaiti Product:



This Product is totally developed here in Kuwait and by Kuwaiti programmers, So this product can be customized to fit in your organization needs.