Data sheet

\Orchestrating a brighter world

Powerful workflow system for flexible processes

MA4000 Helpdesk

Effectively generate revenues through providing telecom or IT services to customers

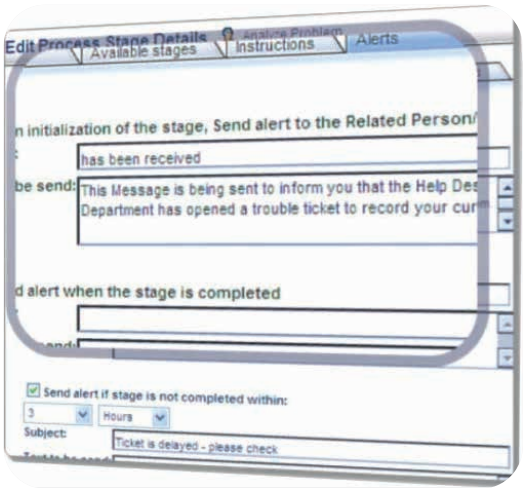
Designed for telecom, MA4000 Helpdesk is a powerful work flow system which facilitates defining flexible processes, managing work orders or trouble tickets and tracking them from initiation to completion! Built-in escalation mechanisms ensure successful delivery of requested work and improved level of support for corporate end-users.

With MA4000 Helpdesk you can easily define work flow processes that reflect how you want telecom support requests to be managed. These same processes are then used to create work orders and trouble tickets in response to support calls. The helpdesk managers can easily assign work to available technicians ensuring tasks and workload are being properly managed on time. Work related to each ticket can then be charged to or organizational customers.

Built in escalation and alert mechanisms ensure that requested work is completed without delay. Monitoring and reporting capabilities complement this to streamline work and improve the overall level of service. MA4000 Helpdesk is completely web based, accessible from anywhere using just your browser.

Lowering support costs

MA4000 Helpdesk is feature-rich and designed to reduce the high expenses of providing a quality telecom helpdesk service. A built-in mechanism allows you to charge customers for the support you give them. Technician work time is optimized to make sure resources are not wasted. Processes can be defined to maximize the service level given while minimizing resources invested. With MA4000 Helpdesk you can get the job done in less time and with a smaller budget.



At a Glance

- Lowering support costs
- Improving level of service to customers and internal departments
- Maximizing support team efficiency
- Increased management and control over telecom support activities
- MA4000 Helpdesk is an integrated module of the MA4000 Expense Management solution

Maximizing support team efficiency

MA4000 Helpdesk includes tools to monitor the performance of support personnel including comparisons of different helpdesk team members and external technicians. Performance can be measured in terms of net hours worked on a task and by completion on time. This makes it easier to make informed decisions and to make necessary changes regarding personnel. Comprehensive audit reporting means you will be able to verify who did what at every stage. Easy management of technician task schedules improves the overall efficiency of the team members while alerts notifying initiation, delay and completion on of tasks enhance their performance still more. An integrated mechanism for sending SMS messages is available as an option.

Initial Stage	Accounting	High	Programming	12/05/2008 12:00 AM	
Analyze Request	Kate Early	High	Help Desk	12/01/2008 12:00 AM	
Prepare for demo		High	Linda Burns...	11/30/2008 12:00 AM	
Open	Harel Nahar	High	Tech 1	11/12/2008 12:00 AM	
Analyze Problem	Harel Nahar	High	Help Desk	11/07/2008 12:00 AM	
Analyze Problem	Neurosurgery	High	Admin Admin	11/06/2008 12:00 AM	
Analyze Problem	Raheem Odey...	High	Help Desk	11/06/2008 12:00 AM	
Analyze Problem	Yelena Pinskaya	High	Help Desk	11/06/2008 12:00 AM	
Analyze Problem	Harel Nahar	High	Admin Admin	11/06/2008 12:00 AM	

Increasing management and control on support services

MA4000 Helpdesk gives you a single point of control over all your telecom support activity. It presents you with a complete view of open and closed support tasks by which you can identify process bottlenecks, open tickets and other problematic areas. With MA4000 Helpdesk, you can track historical tickets and view a ticket flow and information in less than five seconds.

MA4000 Helpdesk's scheduling and alerting minimizes errors such as lost or forgotten support requests. The administrator can comfortably manage dozens of technicians, their work load and monitor their status. A built-in escalation mechanism automatically raises priority of tickets unresolved in a specified time frame in order to assist the administrator to reassign tickets as required.

A comprehensive view of data complements your control capabilities providing you with information vital to conduct meaningful and thorough operations research.

Total integration with the MA4000 Expense Management

MA4000 Helpdesk is fully integrated with the MA4000 Expense Management solution for wireline and wireless management.

All MA4000 Expense Management functions are available on a SaaS, licensed, or outsourced managed service basis.

EMEA (Europe, Middle East, Africa)
NEC Enterprise Solutions
www.nec-enterprise.com

For further information please contact NEC EMEA or:

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