



NetkaQuartz Service Desk

NetkaQuartz Service Desk is ITIL certified web-based IT service management tool for service desk, help desk or call center. NetkaQuartz® Service Desk can apply to use with all aspect of services in addition to IT services. With NetkaQuartz® Service Desk, you can deliver high quality IT services and make impression to your customers.

NetkaQuartz® Service Desk provides Incident Management. You can track case's incident with timestamp for each incident i.e. case open, case assigned to technician, case pending, case resolved, case closed, escalated event, email notification and alert.

NetkaQuartz® Service Desk provides SLM (Service Level Management). SLM relate with SLA (Service Level Agreement) which can be defined by contract that you signed with your client. Software support both of business hours and 7x24 hours. Escalator will monitor case and alert if SLA violated and escalate to next level if defined.

NetkaQuartz® Service Desk provides Knowledge Management. You don't worry that your technician/engineer left from your organization with their knowledge. With KM, all case solution will be kept in system. KM will make shortage solution time which mean better service quality, reducing TCO and fast ROI.

NetkaQuartz® Service Desk provides Configuration Management. You can record asset that you provided to your internal or external customer. You can record spare that you have for customer service. System can allow you to add, update status of equipment.

NetkaQuartz® Service Desk provides web portal for call center operator, service technician, engineer and your customer. They will see only cases that they owned and related.

NetkaQuartz® Service Desk can be accessed from anywhere by using web browser with user authentication. All data will be stored in database (RDBMS). Software come with Crystal Report license which allow you to create your own custom report, edit existing reports with GUI tool.

NetkaQuartz® Service Desk comes with bunch of reports for incident, change or service request including Case Summary reports, SLA Evaluation report, SLA Performance report, and Customer Satisfaction Survey report. Reports consist of graph and table.

Your customer can open case via web browser. System will automatically inform client via email or sms with case id or ticket number for reference. Your client/operator can add comment, information, log file or screenshot into the case with timestamp.

NetkaQuartz® Service Desk Mobile App Module can manage requests from anywhere. You can change case status, update case, attach file or take a photo and upload to the case with iOS or Android mobile phone or tablet.

NetkaQuartz® Service Desk Change Management Module ensures that standardized methods and procedures are used for efficient and prompt handling of all changes, in order to minimize the impact of change-related incidents upon service quality, and consequently improve the day-to-day operations of the organization. CM ensures change implementation to be success, on time. CM monitor and tracking implementation of each change request and alert if SLA metric is broken.

NetkaQuartz® Service Desk Service Request Module provides a channel for users to request and receive standard service. Ensure all service requests are handled and processed with standard procedure. Monitor and tracking implementation of each service request and alert if SLA metric is broken. Evaluate and improve service quality with satisfaction survey.

NetkaQuartz® Service Desk Preventive Maintenance Module provide planning tool for preventive maintenance (PM) of each item (asset). You can setup frequency, plan start/finish date of each PM task. You can update actual start/finish date and task status. The module support creating service request for each PM task. You can track history of PM for each item. With calendar view, you can see passed and upcoming PM tasks.

With integration with NetkaView® Network Manager, incident request can be created automatically when network have alarm according to predefined rule. And when the alarm was cleared, incident will be resolved automatically.

Key Advantages

- Managing the lifecycle of incident request, change request and service request, escalating according to SLA.
- Shortage resolution time, reducing TCO with fast ROI.
- Improve service quality and customer/user satisfaction.
- Evaluate customer SLA and resource KPI.
- Minimize knowledge lost caused from resource turnover.
- Provide workaround solution with existing KM to increase first call resolution rate and minimize impact.
- Unlimited user/web session access, number of call agent, number of technician or number of requester (customer).
- Branding with your company logo.

Key Features

- Service Desk Function to manage incident requests, change requests or service requests.
- Align with ITIL framework for Incident Management, Service Level Management, Problem Management, Knowledge Management, Configuration Management, Access Management, Change Management and Request Fulfillment.
- Customer self-service portal
- Call center and employee portal
- Support 24x7 or business hour SLA with setup holiday
- Alert for response, onsite and resolve overdue
- Unlimited level of escalation
- Alert and notification via email and sms
- Incident pending and continue support
- Incident work log and attachment support
- Incident auto-close support
- Parent case and sub cases support
- Skill setup, skill matching and resource availability
- SMTP server and SMS Gateway setup
- Case detail report / Case summary reports
- SLA Comparison/ Evaluation /Performance reports
- Customer Satisfaction Survey and reports
- Knowledge Forum / Web Board / Calendar / File Server
- Various chart type support (i.e. Area, Line, Pie, Bar)
- Various export format (pdf, csv, xml, html, word, excel)
- Online help and data import tool with Excel or CSV file

Technical Specifications



Service Desk Function

The Service Desk provides a single point of contact for all users of IT. The Service Desk usually logs and manages all incident requests, change requests, service requests and access requests and provides an interface for all other Service Operation processes and activities.

NetkaQuartz® Service Desk provide Service Desk function as follow:-

- Logging all incidents and requests, categorizing and prioritizing them i.e. high, medium, normal, low.
- Support first-line support and provide workaround resolution with existing KM.
- Managing the lifecycle of incidents, changes and requests, escalating as appropriate.
- Keeping users informed of the status of services, incidents and requests.
- Mobility service with mobile application (ios, Android).
- Geo tagging to locate the nearest field technician.

Configuration Management

The process of planning for, identifying, controlling and verifying the Configurations Items (CIs) within a service, recording their status and, in support of Change Management, assessing the potential IT impact of changing those items.

NetkaQuartz® Service Desk provide Configuration Management as follow:-

- Provide asset and inventory management.
- Record item properties.
- Update item status with timestamp.
- Item replacement with spare.
- Associates CIs with requests.
- Track and alert item's expiry.

Incident Management

An incident is an unplanned interruption to an IT service, or a reduction in the quality of an IT service. Failure of a configuration item that has not yet impacted service is also an incident. The purpose of Incident Management is to restore normal service as quickly as possible, and to minimize the adverse impact on business operations.

NetkaQuartz® Service Desk provide Incident Management as follow:-

- Record incident detail including requester, priority or business impact level.
- Classify incident category and sub categories to match appropriate resource during new request process to easily to dispatch case by call center.
- Provide workaround solution with existing KM to response customer faster and minimize impact.
- Team portal which allow service team to share knowledge to restore service as quickly as possible.

Problem Management

The key objectives of Problem Management are to prevent problems and resulting incidents from happening, to eliminate recurring incidents and to minimize the impact of incidents that cannot be prevented. Problem Management includes diagnosing causes of incidents, determining the resolution, and ensuring that the resolution is implemented. Problem Management also maintains information about problems and the appropriate workarounds and resolutions.

NetkaQuartz® Service Desk provide Problem Management as follow:-

- Provide tool to manage problem from problem logging, identify symptom/impact, root cause analysis, tasks planning, work logging, workaround/resolution identification and closure.
- Attach files and document to problem.
- Associate problem to requests.

Out of the box Reports

- Case Summary by Day
- Case Summary by Month
- Case Summary by Category
- Case Summary by Contract
- Case Summary by Customer
- Case Summary by Engineer
- Case Summary by Status
- Case Summary by Resolution
- Case Detail Report
- Case Duration Report
- SLA Comparison Report by Customer, Contract, Engineer, Team, Section, Office
- SLA Evaluation Report
- SLA Performance Report
- Satisfaction Survey Report by Customer, Contract, Engineer, Team, Section, Office
- Alert Log Report

Requirement

- System: x86 server with Xeon or higher CPU running Windows Server 2012, 2008 or Pentium IV or higher CPU with Windows 8, 7.
- Memory: 1GB minimum
- Available disk: 2GB exclude database
- Internet Information Services 8.x, 7.x
- Microsoft .NET Framework 2.0, 1.1.
- Internet connection.
- SMTP Server if email notification require.
- SMS Gateway with HTTP Post if sms notification require
- Client with a web browser (IE, Chrome, Firefox, Safari)

Service Level Management

SLM negotiates, agrees and documents appropriate IT service targets with the business, and then monitors and produces reports on delivery against the agreed level of service or Service Level Agreement (SLA).

The purpose of the SLM process is to ensure that all operational services and their performance are measured and that the services and the reports produced meet the needs of the business and customers.

NetkaQuartz® Service Desk provide Service Level Management as follow:-

- Able to create and bind SLA to service contract.
- Supports both of business hour and 24 hours SLA.
- Organization working hour and holiday setup
- Case monitoring and alert if SLA violates and escalates to next level management if defined.
- 3-Tier Multi-level escalation support
- SLA summary report to evaluate service against agreed SLA.

Knowledge Management

The purpose of Knowledge Management is to ensure that the right person has the right knowledge, at the right time to deliver and support the services required by the business. KM delivers:

- More efficient services with improved quality.
- Clear and common understanding of the value provided by services.
- Relevant information that is always available.

NetkaQuartz® Service Desk provide Knowledge Management as follow:-

- Work log which make technician to log event that he diagnose.
- Log file or screen shot which make clear picture for problem.
- Resolution area which make technician to log how he solve the problem.
- Forum for sharing knowledge base.
- Categorization and search tool for resolution.

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