HelpLINE
Product Description

ITIL Functionality

HelpLINE supports the following ITIL (v2) Service Support disciplines:

Service Desk

Incident Management

Configuration Management

Service Level Management (a Service Delivery discipline)

Problem Management

Change Management

Release Management

To support these disciplines, HelpLINE offers a comprehensive list of standard reports shipped with the application (including SLA reports). A run-time version of Crystal Reports is supplied to run the standard reports and the full product can be used to develop custom reports.

A run-time version of BadgerNT's unique job scheduler (ActivitySCHEDULER) is shipped with HelpLINE, to power the automation of escalation, reports, database backups, and other housekeeping tasks, further increasing the productivity of your Service Desk. Upgrade to the full product to further automate your Service Delivery tasks.

Service Desk

The Service Desk provides a single point of contact for service users who need assistance, whatever the type of issue they have. HelpLINE makes it possible to consolidate all the various helpdesks in your organisation into a single Service Desk.

A single Service Desk provides enhanced Customer Service performance, satisfaction and perception. It also enables better staff utilisation, leading to greater efficiencies. This will result in a better managed infrastructure, and engender better teamwork and communication.

Another major benefit of using HelpLINE to create a single Service Desk is improved management information, which helps to improve your service quality.

Incident Management

For Incident Management, HelpLINE supports all of the typical call logging functionality. Incidents can be categorised to two levels, with unlimited additional data fields possible (for both incidents and user profiles). Additional incident data fields can be category-specific. The "business impact" of an incident can be recorded, as well as its priority.

The Self Service interface is simple to use and fully customisable (including restricting the visible fields), allowing service users to search the knowledgebase, log new incidents, view the status and solution of existing incidents, and check their own profile details, according to their permissions.

Standard Service Requests can be quickly logged using a customised web form on your intranet.

Automatic notification can be configured to keep your customers and support analysts informed as appropriate.

Incidents can be assigned (manually or automatically) to support groups or individual analysts, with all appropriate people being notified.

Access rights and privileges are very flexible with user-friendly system administration. Password protection helps maintain the security of your system. Analysts can be restricted to viewing only certain categories of incident, and be allowed to work on incidents assigned to other analysts.

Comprehensive on-line search facilities are available to support analysts. Column profiles (for viewing incident lists) are user-definable, and colour-coding is available (by category, escalation level, priority, etc.).

An excellent facility which is not common in other tools is the ability to email incident updates to the end user and/or analyst using default templates, with attachments if required. The user's reply can also be automatically routed directly to the incident (again dealing with any additional attachments), and the relevant analyst notified.

Call closure can be configured with work-flow to ensure user agreement before final closure, and extra fields to record the cause of the incident and reason for closure.

Third party suppliers can be configured as additional support analysts, with separate response and fix times within the overall lifecycle of an incident. This allows for the separate recording, measurement and reporting of third party SLAs.

Configuration Management

Configuration Management is provided using HelpLINE's asset management database. Assets (Configuration Items) can be single items or grouped into configurations (multi-level). Incidents can be linked to the relevant asset or configuration associated with the service user, allowing access to the relevant configuration data from the Service Desk.

An automated Service Request can be configured to modify the Location, Owner or other data associated with a CI, if required.

Standard reports are supplied to show various configuration and asset data, and incidents for each product type, etc. Additional custom reports can be created as required, for trend analysis associated with your CIs.

Service Level Management

Once you have agreed your Service Level Agreements (SLAs) with your customers, HelpLINE provides active performance monitoring against your SLA objectives. The SLA and escalation facility in HelpLINE is very powerful and provides you with the ability to manage your Service Levels in great detail.

HelpLINE helps you to meet your various SLA obligations with its flexible and powerful timed escalation of incidents. Incidents are escalated if they are left too long without a response or resolution, according to the rules for the relevant SLA. HelpLINE also has the facility to "stop the clock" when the incident is back with the customer or in some other "waiting" state, with additional reminders to ensure that it is not forgotten.

When an incident approaches or breaches its SLA, appropriate personnel are warned and relevant action taken. Your customised Dashboard report can highlight such incidents, helping you to maintain your levels of Customer Service.

Additional SLAs can be defined and managed for third party suppliers.

HelpLINE's reporting facilities (using Crystal) provide statistics of performance against your SLAs, to help identify areas for improvement.

To help improve your service levels, you can automate the sending of a regular customer survey or questionnaire.

Problem Management

Problem Management can implemented in HelpLINE either in the same database as Incident Management (with a flag to indicate Problem or Incident), or more comprehensively in a separate Problem database. A Problem can be automatically generated from an Incident (whether in the same or a separate database), copying or mapping the relevant fields and optionally closing the linked Incident. Subsequent Incidents can be linked to the same Problem record if necessary (although it may be better practice to create separate Problem records, linked together).

When a Problem has been investigated, it can be used to generate a Known Error. If appropriate, this could also generate a knowledgebase record in the Incident database, to enable the quick resolution of similar incidents. Multiple Problems can be linked to a Known Error.

'Major Incident' functionality can be provided with HelpLINE's master/subordinate facility in the Incident Management database, linked to a Problem or Known Error.

When a Problem is closed, it can trigger the closing of any linked Incidents that still remain open.

HelpLINE's comprehensive reporting capabilities (via Crystal) provide the tracking and trend analysis necessary for proactive Problem prevention, and therefore reduce the number of Incidents and the workload on the Service Desk.

Good Problem Management gives you a better first-time fix rate and improved user productivity.

Change Management

Change Management can implemented in HelpLINE either in the same database as Problem Management (with a flag to indicate Problem or Change), or more comprehensively in a separate Change database.

HelpLINE has full work-flow functionality to allow the implementation of Change Management processes within your Service Desk. These can include Change templates with multiple stages and tasks within stages, which can be dependent upon each other or run concurrently. Change Requests can be assigned to multiple users, or a single Change Manager, to be signed off.

A Change Request can be automatically generated from a Problem or Known Error (whether in the same or a separate database), copying or mapping the relevant fields. Multiple Problems or Known Errors can be linked to the same Change Request.

When a Change Request has been implemented, it can trigger the closing of any associated Problems and Known Errors.

Release Management

Release Management in HelpLINE involves configuring relationships between Configuration Management, Change Management and Problem Management, as necessary.

HelpLINE has full work-flow functionality to allow the implementation of various Release Management processes within your Service Desk. Your Release Management processes should ensure that the required Changes have been fully planned, tested and signed off before being implemented, the relevant Configuration Items are added or updated, and any associated Problems or Known Errors are closed.