

Help Desk Authority is an industry leading help desk software solution for tracking tickets and shortening the lifecycle of help desk issues. This easy-to-install solution enables your help desk staff to manage end-user issues and keep them from falling through the cracks. With proven scalability, user self-service, extensive customization and Web and Windows interfaces, this solution delivers the tools that help desk professionals need the most. Whether your help desk needs are simply improving your ticket tracking system and gaining control of your assets or more complex such as giving end-users self-service capabilities or remotely managing PCs; Help Desk Authority is the answer.

Shorten the Lifecycle of a Support Issue!

Having a help desk that is constantly in "fire-fighter" mode can make your employees and even the help desk personnel themselves—dissatisfied with the level of service provided. In turn, this knee-jerk approach to addressing issues could also adversely affect your reputation as a support department and as a business in general. Homegrown solutions and that sprawling Excel spreadsheet to track your open tickets has outgrown itself, and you need a comprehensive solution to address the growing concern of incident management.

Help Desk Authority offers a comprehensive issue tracking system that is intuitive, customizable and scalable to meet the needs of your business for help desk issues. Available with Windows and Web interfaces, this solution enables help desk staff to effectively manage issues, keep issues from falling through the cracks and increases overall productivity.

Help Desk Tailored to Meet Your Needs

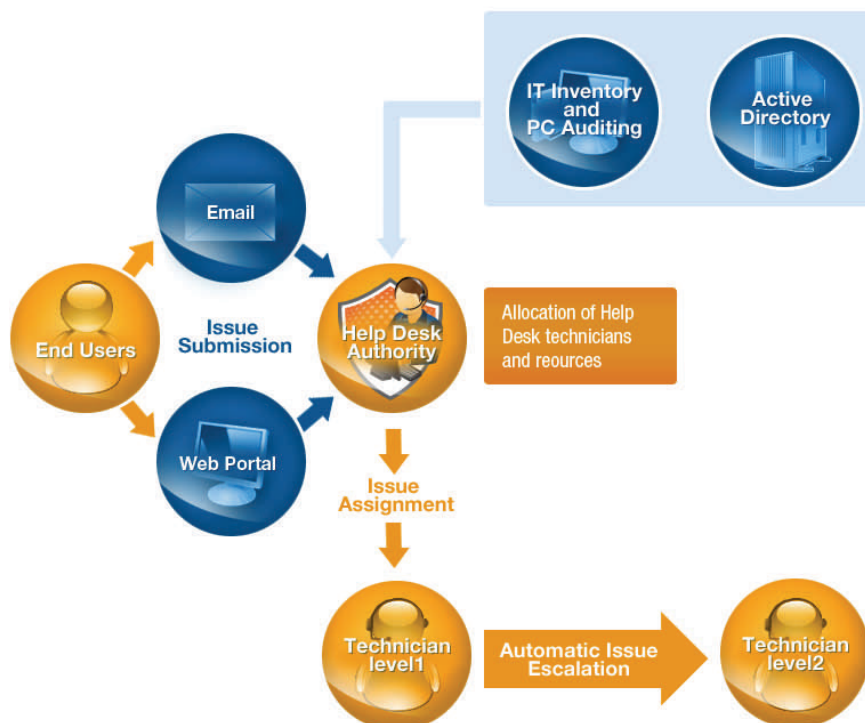
Whether you need a basic ticket tracking system, or a more advanced help desk solution that includes automatic case escalation, end-user self service, remote support, Active Directory and e-mail integration and more, Help Desk Authority is the answer. With three editions to choose from, plus the ability to add modules individually, you can create the perfect help desk solution to address your business needs.

Bundled sI360 Troubleshooting Tools

- Launch tools directly from the help desk ticket
- Tools include device management, server and application monitoring, deep network discovery with network mapping and more
- Configurable dashboard provides easy access to multiple tools
- Application monitoring provides in-depth visibility for running processes and performance counters
- sI360 provides support for Exchange, SQL and Active Directory
- Included with all editions of HDA

Perspective Network Management Integration

- Configure Perspective alerts to create tickets in Help Desk Authority
- Include device details, severity and priority of the issue
- Route tickets to the correct technician or group based on the type of device or application
- View detailed device information
- Help Desk Authority will reset the alert in Perspective



KEY BENEFITS

Increase Help Desk Efficiency

- Stop issues from "falling through the cracks"
- Shorten the lifecycle of an issue
- Reduce operating costs

Improve Service Level Satisfaction

- Eliminate lost and forgotten issues
- Reduce the need for agent interaction by providing self-help tools to end-users
- Increase communication

Rapid Return on Investment

- Easy to install and implement
- Flexible component options
- Outstanding feature-to-price ratio

KEY FEATURES

Full Customization

Create customized screen layouts and views without any programming knowledge needed. Track data specific to your business including the ability to define required data.

Issue Escalation

Define the rules and conditions when issues should be escalated. Automatically notify technicians and/or end-users when defined criteria are met.

End User Self Service

Provides end users the ability to create and manage their own issues and service requests and search the knowledge base to resolve issues on their own.

Knowledge Base

Easily create knowledge base articles from issues. Keep articles private for agent use or make them publically available through the self-help web portal to reduce service requests.

Technician Utilization & Notification

Assign issues to the most appropriate staff based on skill sets. Broadcast import information system wide to techs using a scrolling message bar.

sI360 Troubleshooting Suite

Dozens of network monitoring and management tools available directly from within a ticket, providing easier access and reducing the time to resolution.

Asset Management

Utilize asset data to troubleshoot and diagnose issues and easily attach to help desk tickets created in Help Desk Authority.

Advanced Help Desk Automation

Perspective Network Management integration automates ticket creation for network issues, routes tickets to the appropriate staff and provides device details from within the console.

Comprehensive Reports

Generate reports from issue data. Filter data using custom queries to create targeted reports.

Remote Support

Support LAN and internet based computers from a web-based console with real-time availability.

Password Reset

Offload the task of resetting passwords from help desk personnel to the end user via web interface.

Three Editions to Suit Your Needs

Help Desk Authority is an industry-leading solution for tracking tickets and shortening the lifecycle of help desk issues. Our Standard Edition is an easy-to-install solution that enables the help desk staff to manage end-user issues. The Professional Edition offers an integrated, all-encompassing solution that accelerates the time to resolution by automating issue escalation, providing end-user self service, creating tickets from emails and integrating Active Directory. The Enterprise Edition reduces ticket lifecycle and increases productivity of users and support professionals by streamlining the entire help desk process.

	Standard Edition	Professional Edition	Enterprise Edition
Customizable views and queries	X	X	X
iPhone mobile support	X	X	X
Comprehensive issue status reports	X	X	X
Report customization	X	X	X
Knowledge base of known issues	X	X	X
Windows and Web consoles	X	X	X
s360 Network Monitoring Tool Suite for troubleshooting	X	X	X
Optional integration with Perspective Network Management solution for deep help desk automation	X	X	X
Automatic email to ticket conversion		X	X
Sophisticated search engine		X	X
Advanced ticket tracking system with Windows and Web based consoles		X	X
Self-service portal for issue resolution and knowledge base		X	X
Active Directory synchronization and single sign-on		X	X
Asset Management and Change Tracking			X
Software Compliance			X
Remote support of desktops and laptops on the LAN or across the internet			X
Web based password self-service capabilities and knowledge base for self-resolution of common issues			X

Optional Components for Help Desk Authority

Customize your installation of Help Desk Authority with add-on enhancements. These additional services provide a wide-range of help desk functionality. All additional components are available in a special Help Desk Authority Enterprise package or can be purchased individually for a more tailored solution. These optional components include:



HDAccess: provides end users the ability to create and manage their own issues and service requests and search the knowledge base to resolve issues on their own



HDMail: takes a standard email (with attachments) and turns it into a ticket based on a list of end-users (either pre-defined or pulled from AD)



HDSync: synchronizes with Active Directory so SSO can be achieved and user data stays consistent



HDAutoEscalate: triggers notifications when certain criteria is met and an issue needs to be escalated



HDSearch: easily search through all issues in database for keywords (including attachments)



HDAset: allows help desks to inventory machines across their network to get a comprehensive look at both hardware and software on machines



Password Self-Service: allows end users to reset their own passwords without contacting the help desk.



Remote Support Center: remotely support PCs and desktops on the LAN or across the internet

F.A.Q.

Is Help Desk Authority scalable? Yes.

Help Desk Authority offers flexible licensing tiers and enhancement modules making it ideal for growing business demands. Select the solution to meet your needs today and in the future easily add licensed users or expand functionality with additional enhancement modules.

Where can I find additional information regarding each solution edition?

The ScriptLogic Web site offers a complete solution comparison. For more information, please check here <http://www.scriptlogic.com/products/help-desk-authority/>

SYSTEM REQUIREMENTS

Server Requirements for HDA & HDA add-ons

Windows and Web applications:

- Windows Server 2008 R2
- Windows Server 2008
- Windows Server 2003 (SP1 or higher)
- Windows 2000 (SP3 or higher)
- Windows 7
- Windows Vista
- Windows XP (SP1 or higher)
- 1 GHz or faster is recommended
- 512 MB RAM or more is recommended
- 100 MB Disk Space (per application)
- SQL 2000 or greater, SQL Express 2005 or greater (MS Access available in evaluation copy only)
- Screen Resolution—1024x768 or greater
- Web Server—IIS 7, IIS 6 (Windows 2003), IIS 5.1 (Windows XP), IIS 5.0 (Windows 2000)

Client Requirements for Web-Based Applications

- Help Desk Authority for Web—IE 6.0 and greater
- HDAccess—Mozilla Firefox or IE 6.0 and higher

LICENSING

Help Desk Authority offers various licensing options based on your custom needs. For pricing, contact your ScriptLogic reseller or call ScriptLogic at **1.800.813.6415** or **1.561.886.2420**.

A 30-day evaluation license can be downloaded and allows for 200 issues to be recorded.