

# MATADOR® ezHelpDesk®



## Key Features & Functionalities

### SPECIFICATIONS

#### Network Operating System:

Windows Server 2003 Web Edition with SP2 or higher, Server License

#### .NET Framework:

.Net 3.5

#### Applications Framework:

MySQL 5.0.45 or higher; IIS 6.0 or higher; SMTP Service; DNS Service

#### End User Requirements:

Windows 2000 or higher, or Mac OS; IE 6.0 SP2, IE 7.0 or Firefox 2 or 3

## No Frills. Just Functionality.

The MATADOR® ezHelpDesk® System is a real-time software solution that is designed to optimize helpdesk operations through the effective management of IT support requests. It helps companies comply with Service Level Agreements (SLAs) and minimizes the impact of incidents on the business by accelerating incident logging and resolution. Helpdesk managers can monitor and assess helpdesk performance, and identify problem areas. Helpdesk analysts can easily create, track and assign tickets while end-users can raise tickets and check the status of their requests via the self-service portal. ezHelpDesk can be fully configured to suit specific needs and to integrate existing core data. Easy peasy.

**Real-Time Ticket Management** – Manage and track tickets, conduct ticket searches, sort tickets by any variable

**Intuitive User Interface** – Accelerate incident logging and resolution with an easy-to-navigate interface

**Ticket Lifecycle Management** – Easily manage the whole ticket lifecycle from creation and status change to resolution

**SLA Management** – Create groups and SLA profiles with standard compliance indicators and priority levels

**Customizable Ticket Templates** – Create templates for common helpdesk requests to expedite ticket creation

**Secure Access Levels** – Prevent tampering with different security access levels for end-users, helpdesk analysts and helpdesk managers

**Self-Service Portal** – Provide end-users with a central location to raise tickets and check request statuses

**Automatic Audit Trail** – Record and monitor ticket history with accuracy

**File Attachments** – Centralize ticket information with the ability to attach screenshots and error messages to tickets

**Reporting and Analysis** – Generate out-of-the-box and customized reports in charts and tables to analyze various measures of performance and compliance for management information

**Automated Email Alerts** – Receive notifications on new / assigned tickets and status updates

**Web-Based Functionality** – Access the system from anywhere, at anytime, with any standard web browser

## Key Benefits

- Standardize, automate and expedite incident logging and resolution process
- Allocate helpdesk resources efficiently with accurate performance assessment
- Reduce helpdesk administration with end-user self-service functionality
- Reduce downtime and the likelihood of repeat incidents
- Improve helpdesk productivity, helpdesk service level and SLA compliance
- Facilitate efficient communication between end-users and the helpdesk
- Improve end-user satisfaction

**MATADOR** ezHelpDesk™ 11 May 2009 10:07:34 AM. [Log Out \[john\]](#)

Quick Create Ticket : Search By Ticket No :

		Ticket No.	Subject	Requested By	Assigned To	Assigned Group	Status	Priority	Date Created
		04090001	Cannot Send Emails	John Smith		Helpdesk Blackberry	Assigned	Urgent	11-May-2009 07:57:52 AM
		03090024	Hardware Problem Upda	John Smith	Malee One	Helpdesk BKK	Assigned	Moderate	11-May-2009 07:56:50 AM
		03090023	Laptop Problem	John Smith			Open	Moderate	11-May-2009 07:54:26 AM
		03090022	Software Problem	John Smith			Cancelled	Moderate	11-May-2009 07:38:56 AM
		03090020	Get a Rugged Notebook	John Smith	Malee One	Helpdesk BKK	Assigned	Moderate	11-May-2009 03:03:32 AM
		03090018	Mr. Smith cannot login to	John Smith	Malee One	Helpdesk BKK	Assigned	Moderate	11-May-2009 07:41:32 AM
		03090013	Install Skype	John Smith			Resolved	Moderate	11-May-2009 05:03:32 AM
		03090012	Add "Kill Switch" to laptc	John Smith			Open	Moderate	11-May-2009 07:41:32 AM
		03090009	Synchronization with Exi	John Smith			Open	Moderate	11-May-2009 05:03:32 AM

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The intuitive user interface with a traffic light system enables helpdesk analysts to efficiently manage workload.

Log Date	Log Description	Log By
17-Apr-2009 08:44:04 AM	User: adminIMS has updated Ticket No.: 03090004 - Status is set to Assigned - Assigned Group is set to HelpDesk - Assignee is set to helpdesk	Admin I. Strator (adminIMS)
17-Apr-2009 08:43:42 AM	User: adminIMS has locked Ticket No.: 03090004	Admin I. Strator (adminIMS)
17-Apr-2009 08:43:37 AM	User: adminIMS has locked Ticket No.: 03090004	Admin I. Strator (adminIMS)
17-Apr-2009 06:57:08 AM	User: bkk2 has unlocked Ticket No.: 03090004	Prattana Two (bkk2)
17-Apr-2009 06:57:08 AM	User: bkk2 has updated Ticket No.: 03090004 - Status is set to Pending	Prattana Two (bkk2)
17-Apr-2009 06:56:59 AM	User: bkk2 has locked Ticket No.: 03090004	Prattana Two (bkk2)
17-Apr-2009 06:33:42 AM	User: bkk2 has created a New Ticket (03090004)	Prattana Two (bkk2)

The automatic audit trail gives complete overview of ticket history.

**New Ticket**

Ticket Details	Ticket Information	Requester Details
Status : <b>Assigned</b> Priority : Urgent Type : Software Item : Blackberry Service : Project-Based Mode : Phone Designated Group : Helpdesk Blackberry Designated Personnel : - Select Personnel -	Subject : [blackberry problem summary] Details : [enter detailed problem description] Remarks :	Requester : [John Smith (john)] E-Mail : engineers@matador.bullrun.com Office No : (-)_____ Mobile No : (-)_____ Company : MATADOR Systems Pte Ltd Branch : Bangkok Address : Centre Road

Log new tickets easily and quickly.

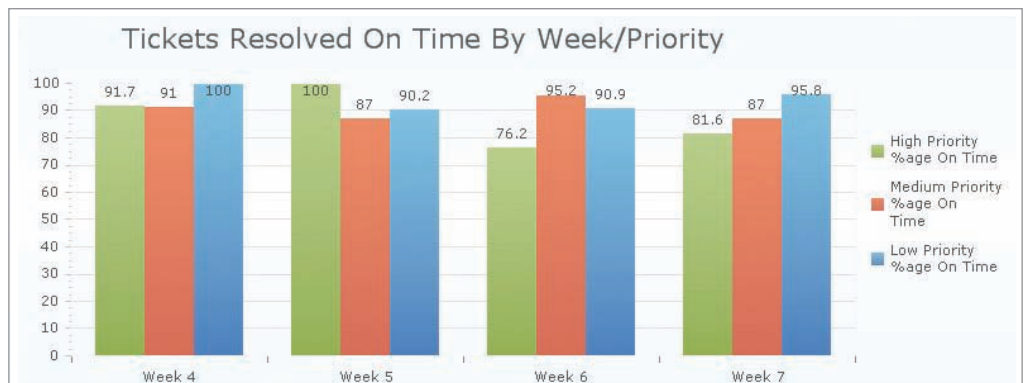
## ABOUT THE MATADOR® BUSINESS SUITE

The MATADOR® Business Suite comprises of the following applications:

- ezAssets© System to manage your IT and facility assets;
- ezHelpDesk© System to manage your helpdesk operations;
- ezHR© System to manage your human resources information;
- ezRecruit© System to manage your recruitment activities.

Built with the end-user in mind, the MATADOR Business Suite is easy to use and cost effective.

The fully web-based applications are configurable to your specific needs. They can be deployed as an out-of-the-box installation or Software as a Service (SaaS).



Keep an overview of Helpdesk Performance Indicators with out-of-the-box reports.