

Meritide Help Desk Offering



Meritide has developed a Help Desk solution for organizations who want a low-cost Help Desk offering. This solution provides basic workflow management, request tracking, ticket tracking, and call handling.

Request	Request Date	Requestor Last name	Requestor First Name	Requestor Phone Number	Detailed Description	Status	Date Assigned
Password problem	8/29/2008 12:00 AM	Hohenhaus	Pete	651-255-7366	My password won't work	New	8/29/2008
Laptop failed	8/29/2008 12:00 AM	Smith	Jones	999-999-9999	Laptop died	New	8/29/2008
Battery dead on lapt	8/29/2008 12:00 AM	hohenhaus	pete	999-999-9999	battery	New	8/29/2008

Help Desk Representatives Announcements

Please review requests and closure. **NEW** 9/22/2008 9:41 AM
by Pete Hohenhaus
This week, please review requests assigned to you. Please make sure to close the one's that are completed or otherwise finished.

[Add new announcement](#)

Help Desk Representatives Calendar

September, 2008 Expand All Collapse All 1 Day 7 Week 31

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Solution Features

- Employees may submit requests
- Communication of status changes
- Facilitate requests for more information
- Provide a complete audit trail
 - When request was created
 - When/who it was assigned to
 - Any changes with a date-time stamp
- Eliminates need for separate email exchange
- Manages the testing process
 - Assignment to the requester to test the solution
 - Means to record test results
 - Means to assign request back if issues are found in testing
 - Document total hours spent
- Will send notifications via email
- Ability to manage attachments as part of the request (screenshots, etc.)
- Provide for a menu of all employees
- Search and sort requests
- Permission structures
 - Read only access
 - Update any field except testing results
 - Update any field but not overwrite previous entries

- Administrator has the ability to update multiple records in one transaction
- Produce basic reports

Why we are successful

Competence. Integrity. Vision.

Meritide's consultants and software developers provide solutions based on years of real-world experience with a broad range of industries and technologies. Simply put, we know what works – and we've got the results to prove it



Leverage our expertise and gain a competitive edge in the marketplace

For more information contact us at:
1 800 MERITIDE or sales@meritide.com

www.meritide.com