

# Motadata ServiceOps Helpdesk

Deliver smarter, faster and better IT service to your customers

## Business Challenges

Legacy helpdesk systems fail to provide the experience that its users actually want.

Customer expectations are going through the roof, however businesses are finding it hard to cope up. Legacy helpdesk systems are flooded with tickets spread across multiple channels that require long resolution times and customers expect help through their preferred channel.

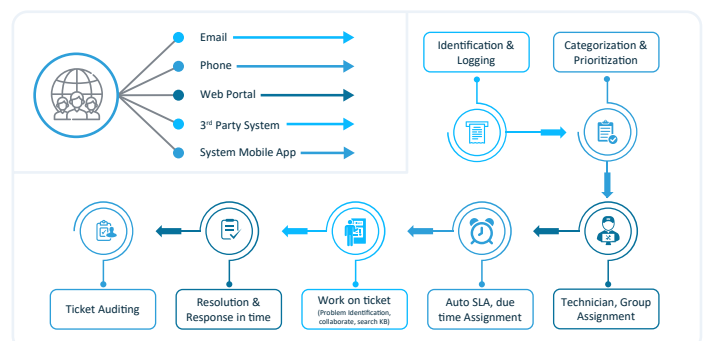
## Motadata ServiceOps Helpdesk Solution

The platform gives customers the choice and convenience of raising tickets via email, self-service portal, phone, or through chat. Technicians also have the ability to raise tickets on behalf of others.

ServiceOps Helpdesk brings in intelligence that allows technicians to automate repetitive tasks and create workflows to deliver faster services. It also provides a robust knowledge base that offers a modern editor to create articles, FAQs and user guides. Moreover, the self-service portal has an e-commerce style service catalog that makes raising service requests fast, fun and less challenging for requesters.

## Benefits

- Provide faster resolution of requests with intuitive UI, workflow automation, and collaboration.
- Promote self-service and empower users to solve basic issues by themselves.
- Reduce redundancy with approval workflow automation and auto assignment.
- Improve productivity with context of a ticket at hand by viewing its audit trail, relations and communication history.
- Make data-driven decisions with service analytics.





### **Multi-level Workflow Automation**

Create multiple criteria to automate tasks as simple as assigning tickets of a specific priority to a particular technician. Streamline request workflow separately for each service item on the service catalog.

### **Universal/Seamless Search Experience**

Search any tickets using search options and keywords like Name, Subject, and Tags. Get auto-suggestions when using keywords. Save search queries as custom filters. Learn what people are searching for through 'recently searched' keyword cloud.

### **Chat Server**

Chat with technicians to resolve issues by logging into the support portal. Share image, PDF or text file as attachment in the chat.

### **Dashboard & Analytics**

Create custom dashboards to highlight key performance indicators and for data visualization. Data shown on dashboards can be filtered to reflect a particular business process and exported in report format.

### **Announcements & Notifications**

Announce important messages on the self-service portal for a specific time period. Facilitate users to get notifications for requests through SMS.

### **SLA**

Ensure resolution of tickets within the pre-defined time-frame by defining SLA with different escalation criteria for all tickets.

### **Feedback Form**

Automatically capture the experience of the requester by sending a feedback form. Readers of Knowledge Base content also have the ability to provide real-time feedback.

### **Customization**

Create requests not covered by the service catalog with a 'Create a Request' form. Add custom fields to the form. Also add custom status, rules, and color tags to show priority, impact, urgency, risk.

### **Knowledge Analytics**

View the top six articles that have been Most Read and Most Helpful. Get statistics on individual content: know read time; how many people have read, and total up (or down) votes.

### **Mobile HelpDesk**

Enables technicians to create new requests, modify existing requests, set priority, send messages, assign technicians, manage approvals, etc. from the mobile app itself to provide resolution on the go.



### **Incident Management**

- Smart Auto Ticket Assignment
- Scenario Automation
- Custom Tags and Classifications
- Collaboration
- Time Tracking
- Canned Responses
- Split Ticket
- Allow/Disallow Emails & Domains
- Complete Ticket Lifecycle Management

### **Knowledge Management**

- ML Powered
- Contextual Search
- Internal Editor to Create Articles & FAQs
- Central Repository for KB Organization
- Collaboration
- Knowledge Analytics
- Real-time Feedback

### **Self-Service Portal**

- Multi-channel Support (Email, Phone, Mobile App)
- Easy Request Creation & Tracking
- Intelligent Search Solution for KB
- Priority Matrix
- Read Announcements