

# EPiDESK 2



## Focus on your customers!

EPiDesk 2 helps you manage, follow up and make your help desk support management more efficient for both customers and employees.



## Does your support desk receive a lot of questions?

Do some cases get lost or forgotten? EPiDesk helps you manage, follow up and make your help desk support management more efficient for both customers and employees. EPiDesk is an EPiServer module and is easy to install, use and customize.

EPiDesk is a help desk system based on the award-winning platform EPiServer, making EPiDesk easy to install, use and customize according to your own requirements.

### EPIDESK CAN BE USED IN MANY DIFFERENT WAYS

EPiDesk can be used in many different ways. For example, as a support or help desk system for internal and external support, administration of e-mail addresses, error reporting, task assignment, etc. The different areas of usage can also be combined in the same system.

For example, a municipality's Web- or e-mail-based communication channel with citizens, or an organization's information department that accepts assignments and questions and comments from external resources. EPiDesk can also be used as sales support in organizations and as a help desk system within an IT department.

The screenshot displays the EPiDesk web interface. At the top, there's a navigation bar with 'EPiDESK' and several menu items: 'Inkorgar', 'FAQ', 'Statistik', 'Nyheter', 'Dokument', and 'Logga ut'. Below this is a search bar and a list of tickets. The main content area is divided into two panes. The left pane shows a list of tickets with columns for 'Från', 'Ärendenummer', 'Tilldelad', 'Uppdaterad', and 'Prioritet'. The right pane shows a detailed view of a ticket, including the subject 'SV: Hur konfigurerar jag mitt mailprogram?', the sender 'EPiDesk Demo User', and the recipient '153@Demo.EpiDesk.Com'. The email content is visible, asking for help with mail program configuration.

Från	Ärendenummer	Tilldelad	Uppdaterad	Prioritet
EPiDesk Demo User	151		2005-11-23 09:13	
Hur konfigurerar jag mitt mailpro...			3	
Svar från EPiDesk Demo User den 2005-11-23 09:22				
Svar från kund EPiDesk Demo User den 2005-11-23 09:23				
EPiDesk Demo User	155		2005-11-23 09:29	
Felansökan driftsstörningar			1	
EPiDesk Demo User	157		2005-11-23 09:44	
Lösenord			0	

### EASY REPORTING AND EFFICIENT FEEDBACK

Your customers and employees report into the system via e-mail or by filling in a form. When a new case is logged and given a unique case number, the customer is automatically sent an e-mail message with confirmation that the case has been received and instructions on how the case can be followed via an extranet.

All communication about the case is stored in one place, making it easy for both support personnel and customers to monitor how the case is being managed. The system clearly shows who is responsible for the case and who is currently working on the case. EPiDesk automatically keeps track of who is working on the case and sends a reminder if a question hasn't been answered.



# Simple, efficient, clear and smart

Cases in EpiDesk can be prioritized and categorized according to the case type and character. EpiDesk also has built-in escalation and customizable reply times that are automatically connected to the case priority.

## WEB-BASED AND FLEXIBLE FOR SUPPORT PERSONNEL

EpiDesk is entirely Web-based and does not therefore require installation on local workstations. Operators log in and have access to their personalized view of Inboxes with new and current cases.

Operators can answer the customer via e-mail and can also attach documents and images if required. Cases can also be forwarded to external contacts or subcontractors. All discussions are threaded and all questions and answers are clearly displayed.

EpiDesk's efficient search engine makes it easy for operators to find previous cases, allowing the system to also be used as a knowledge base.

## SMART FOLLOW-UP

EpiDesk's statistics functionality makes it easy to follow up the efficiency of your case management. This is done by generating statistics on, for example, the amount of cases per operator group, the amount of cases per day, the most active customers, the most active operators, etc.

EpiDesk also includes a powerful report generator with filtering functionality and graphical report generation. Filtering selections can be saved and reused and the statistics functions can be customized and further developed.

## EXTRANET IMPROVES THE LEVEL OF SERVICE

Customers can follow cases themselves via the built-in extranet. Operators can also increase efficiency and service by publishing FAQ articles, news and documents on the customer's extranet. Customers can both create new cases and close existing cases.

FAQ articles can be reused in the operator's dialog with customers by using the drag-and-drop functionality.

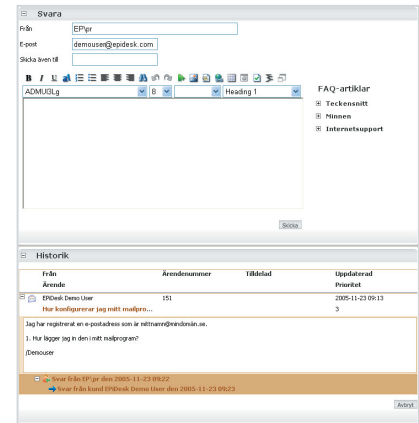
## BASED ON EPISERVER

EpiDesk is based on EpiServer and uses several standard EpiServer functions, for example, authorization system with LDAP integration to the organization's catalog service, WYSIWYG editor, drag-and-drop and category management.

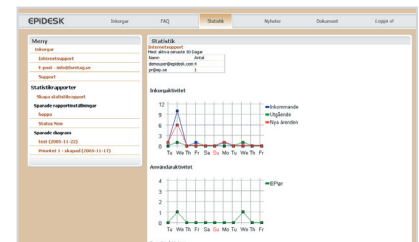
## CUSTOMIZABLE

EpiDesk is flexible and there are several possibilities to integrate with, for example, inventory-, personnel- and monitoring systems. EpiDesk also supports XML, Web Services, RSS, LDAP and other standards that facilitate integration.

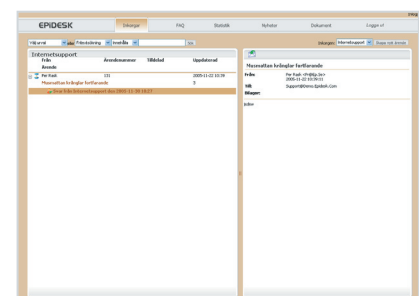
Many of the functions, flows and even the appearance of the interface can be customized according to the customer's requirements. Templates can be further developed, changed and translated into other languages.



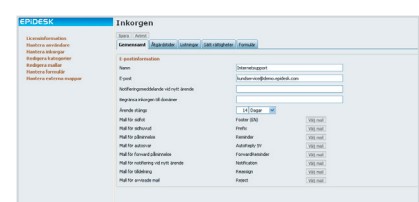
The built-in WYSIWYG editor allows operators to work with text content, format text, insert images, and create tables and links to other Web pages or documents.



The built-in statistics function and report generator help you follow up the efficiency of your case management.



EpiDesk's FAQ function makes it possible for support personnel to improve the efficiency and service for customers.



Inboxes, message templates, Web forms, reply times, escalation and access rights are managed in the administrator interface.

# EPIDesk 2 Functionality

EPIDesk is built on Microsoft's .NET technology and is installed with Microsoft Windows Server 2003, using Microsoft SQL Server as database.

## OPERATOR FUNCTIONS

Manage different Inboxes for different EPIDesk applications  
 Automatically-generated e-mail confirmation to customers.  
 Check in/check out cases  
 Assign cases to specific operators  
 Forward cases (for example, to subcontractors)  
 Time log per case. Stores the time difference between check-out and check-in.  
 Activity log per case. Displays the different events in the case in chronological order.  
 Reminder functionality  
 Easy management of business- and service hours  
 Case categorization  
 Prioritization and escalation of cases  
 Statistics functions with a built-in reporting tool  
 News publication  
 Document archive  
 FAQ  
 WYSIWYG editor  
 Support for drag-and-drop  
 Pop-up message for new cases

## LICENSE MODEL

The license model for EPIDesk is based on the amount of EPIDesk operators. An operator works with EPIDesk's operator and/or administrator interface. EPIDesk supports an unlimited amount of external users, i.e. customers or others reporting issues. The EPIDesk System License includes 5 Operator Licenses. Additional Operator Licenses can be purchased according to individual requirements.

## DELIVERY AND CUSTOMIZATION

EPIDesk is sold by EPIServer AB through certified EPIServer partners. Partners can also provide installation services, customizations, integration services and training. Further information about our partners: [www.episerver.com/partners](http://www.episerver.com/partners).

Search engine

## ADMINISTRATOR FUNCTIONS

Integrated SMTP e-mail functionality  
 Automatic generation of access rights for the extranet.  
 Management of Inboxes, e-mail templates, Web forms, categories, licenses, users and access rights.

## USER FUNCTIONS

Report cases via e-mail, Web form or extranet.  
 Extranet per user, where customers can follow their own cases, access published documents, news and FAQs.  
 Extranet for customer "super users" can follow all the cases in an Inbox or filter cases per domain name.  
 Reminder function  
 News  
 Document archive  
 FAQ

## SYSTEM REQUIREMENTS

Microsoft Windows 2003 Server

Microsoft SQL 2000 or Microsoft SQL 2005

Microsoft Internet Explorer 7.0 or later for operators and administrators.

Microsoft .NET Framework 2.0

EPIDesk 2.04 is based on EPIServer CMS 4.62