

Web-based Helpdesk



Quickly access the ServiceDesk by clicking a **shortcut on your desktop** - or directly in your **browser**.

Create a new ticket by simply sending a **screenshot of the problem**, along with a supporting explanation, to the ServiceDesk's own email address...
 a really powerful time-saving feature.

NetSupport ServiceDesk is an **affordable, multi-language, browser-based Helpdesk solution** built around ITIL* best practice.

Includes a **customizable** self-service portal for users.

The support staff on the company Helpdesk can **customize their views and reports** using a simple drag-and-drop designer...

- They can produce **management reports** to help improve service...
- identify** commonly reported **issues**...
- track time** spent on problems - and more!

NetSupport ServiceDesk features **Incident, Problem and Change management modules**, as well as streamlined workflows and **SLA support** to help ensure the support team's time can be used most effectively.

NetSupport ServiceDesk can be integrated with:

- NetSupport Manager Remote Control Software
- NetSupport DNA IT Asset Management Suite

A **change request** can be raised and **linked to a Problem**.

NetSupport ServiceDesk can be installed on any Windows PC, utilises **Microsoft SQL technology**, and can be accessed through a browser by any user from either their **desktop or mobile devices**.

When **multiple tickets** with the same issue are identified, they can be **linked to a specific Problem** and dealt with accordingly.