

Web-based Helpdesk



NetSupport ServiceDesk features **incident, problem** and **change management** modules, as well as streamlined workflows and SLA support – ensuring the support team's time can be used most effectively.

Customise views and reports

using a simple drag-and-drop designer

Produce management reports

to help improve service

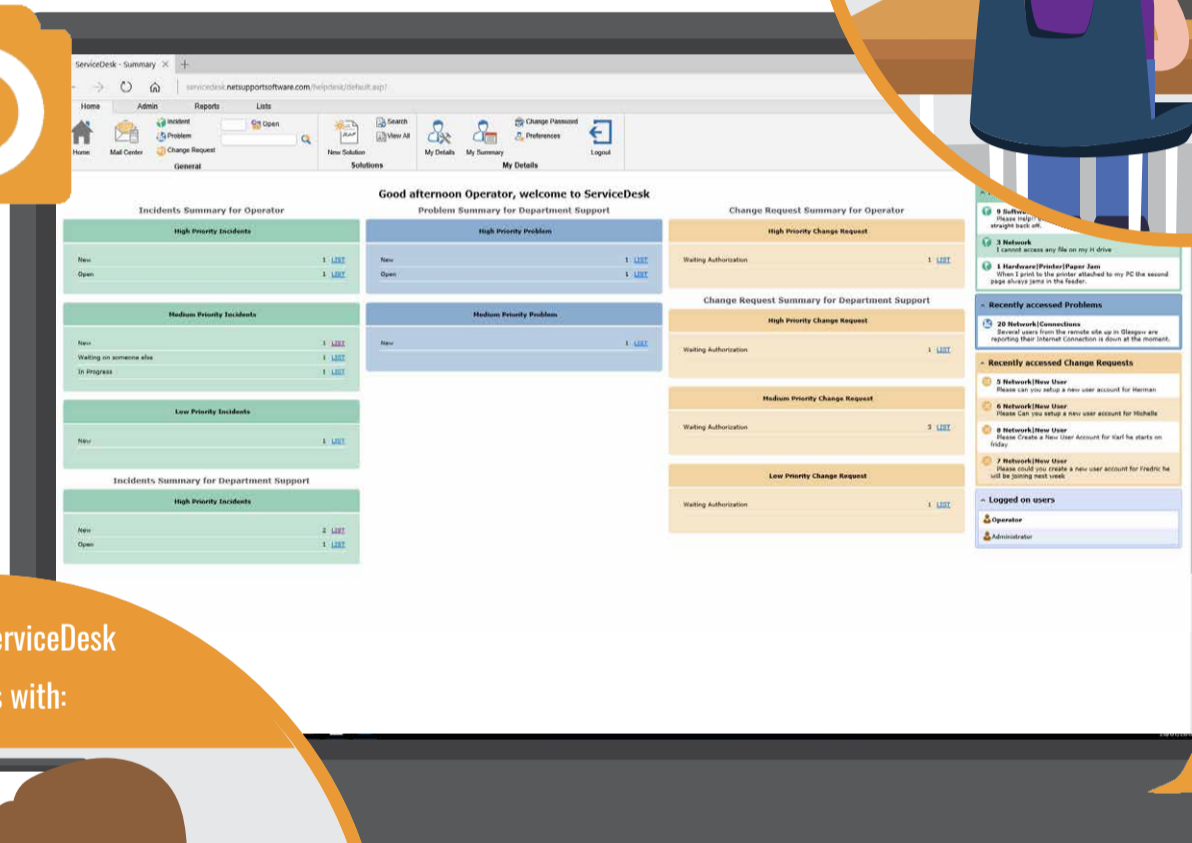
Company helpdesk support staff can...

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.

Identify commonly reported issues



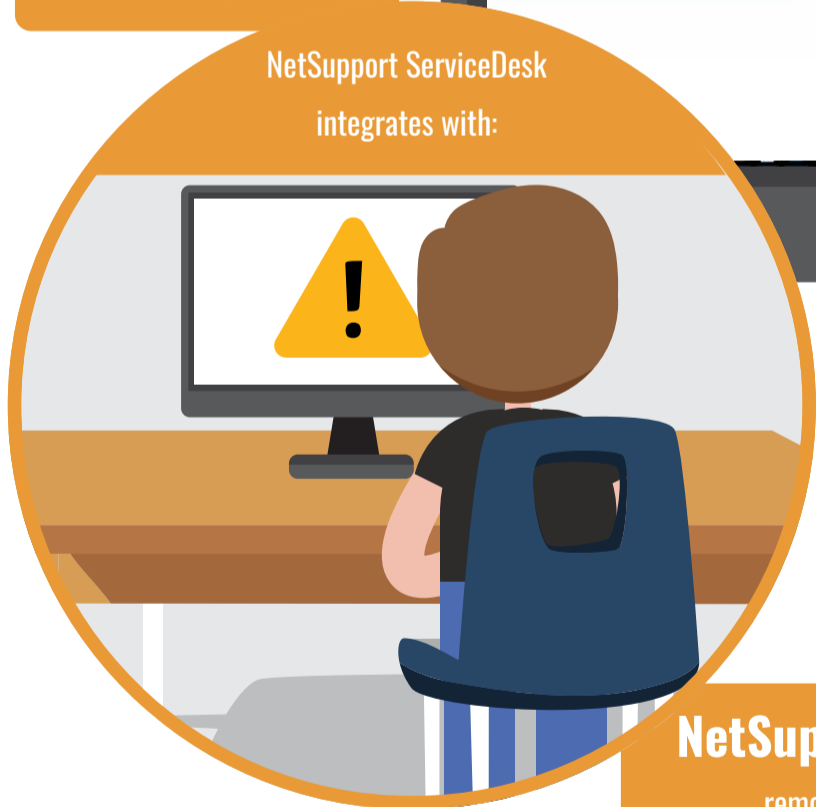
Track time spent on problems – and more!



NetSupport DNA

– IT Asset Management suite

NetSupport ServiceDesk integrates with:



NetSupport Manager – remote control software

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



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



Affordable, multi-language, browser-based helpdesk solution built around ITIL best practice.

NetSupport ServiceDesk can be installed onto any **Windows PC**; uses **Microsoft SQL technology**; and can be **accessed through a browser** by any user from either desktop or mobile devices.

