



FAQS

Q: Can you tell me the price for the *everything* HelpDesk™ solution?

A: The *everything* HelpDesk™ solution is priced per technician. End users who submit tickets are free. Because we take a consultative approach to sales, we recommend that you speak to a sales representative to determine the correct number of licenses needed and ensure system requirements are met before a price quote is generated. Generally, license costs range from \$699 - \$999 a user dependent upon quantity purchased.

Q: Do you have a 30 day trial version of the *everything* HelpDesk™ solution?

A: To save you time and money in your evaluation, GroupLink® provides public webinars, recorded webinars, and private webinars. We also give you access to a fully functional on-line demo with your own user name and password to make sure the *everything* HelpDesk™ solution is the best fit for your organization.

Q: Do you have any type of guarantees with the *everything* HelpDesk™ solution?

A: The *everything* HelpDesk™ solution comes with a guaranteed install.

Q: What databases does the software run on and is it strictly web-based?

A: The *everything* HelpDesk™ solution is a web-based application that allows you to access your information at anytime, anywhere, even on your PDA device. The *everything* HelpDesk™ solution can be put on MS SQL, PostgreSQL, Oracle, Microsoft MSDE, and MySQL. System requirements page can be found at: <http://www.grouplink.net/specs/helpdesk/default.asp>

Q: Are there add on modules to the *everything* HelpDesk™ solution or do you get everything with a standard purchase?

A: The *everything* HelpDesk™ solution was designed to be a fully featured help desk tool. It can cover you from customer surveys, to knowledgebase, to asset management. There are no additional modules to purchase.

Q: Can you customize fields within the *everything* HelpDesk™ solution?

A: Yes, the *everything* HelpDesk™ solution is fully configurable and custom fields can be added at anytime through the Management Console tool.

Q: Does the *everything* HelpDesk™ solution have its own reporting engine?

A: Yes the *everything* HelpDesk™ solution has partnered with Business Objects to use Crystal Reports™ as its reporting engine.

Q: Does *everything* HelpDesk™ solution integrate with Novell GroupWise and Microsoft Outlook?

A: Yes the *everything* HelpDesk™ solution integrates with both systems for email, calendaring, and for eDirectory and Active Directory

Q: Is the *everything* HelpDesk™ solution only available in English?

A: The *everything* HelpDesk™ is in multiple languages. For more information about the *everything* HelpDesk™ solution in your language please email us at info@grouplink.net