



Your life doesn't need to  
be complicated

Always stay one step ahead with  
Ticket Templates

*everything*  
HelpDesk®



*[effortless Use]*

*[easy Reporting]*

*[essential Integration]*

*[enriched Web Mobility]*

*[effective Asset Management]*

***[excellent Service Solution]***

# Your Comprehensive Service Solution



## GroupLink® *everything* HelpDesk® (eHD)



Helping you stay one step ahead of your business processes and routine requests and tasks with Ticket Templates

### Define routine tasks using the schedule calendar utility

- Schedule the the routine tasks or business processes to run daily, weekly, monthly or yearly
- Schedule these tasks to launch on specific dates
- Schedule tasks to reoccur for a specific number of times
- Schedule tasks to reoccur during an identified time range

### Automate your business process or routine tasks using workflow

- Launch the next task when the previous task has closed
- Base workflow on any status you choose, even custom statuses that you create
- Launch multiple tickets simultaneously, for all your office locations

### Automatically launch the business process or routine tasks

- Launch routine tasks or business processes using the scheduling calendar utility
- Manually launch the routine tasks or business processes, with a simple mouse click, from the same new ticket interface

### Other eHD Features

- Integrates with GroupWise or Outlook/Exchange calendar and email system
- Supported on Windows, Linux and OES
- Seamlessly integrated authentication through LDAP, with eDirectory or Active Directory
- Entirely web based, accessible from any web browser
- PDA enabled
- Customize the application for every department
- Access private and public Knowledgebase articles

### Create your business process structure

- Outline the specific tasks, steps and policies for each business process or routine task
- Each step, task, or policy can be a separate ticket with detailed instructions for completion
- Track any needed repairs or comments in the history record
- Predetermine which technician the task is assigned to, as well as the status and priority
- Tie your defined assets to the task's ticket
- Attach images, pictures, or files to the ticket
- Handle issues and their resolution when it spans multiple departments and supervisors

### Maximize the efficiency of your technicians and workers

- Allows technicians and workers in each department to spend their time performing the important tasks, and following through with the process, instead of trying to manage them
- Go mobile with PDAs
- Print out tickets and take them with you, then turn them in
- Flexibility makes any technician shine as he or she stays one step ahead with ticket templates

