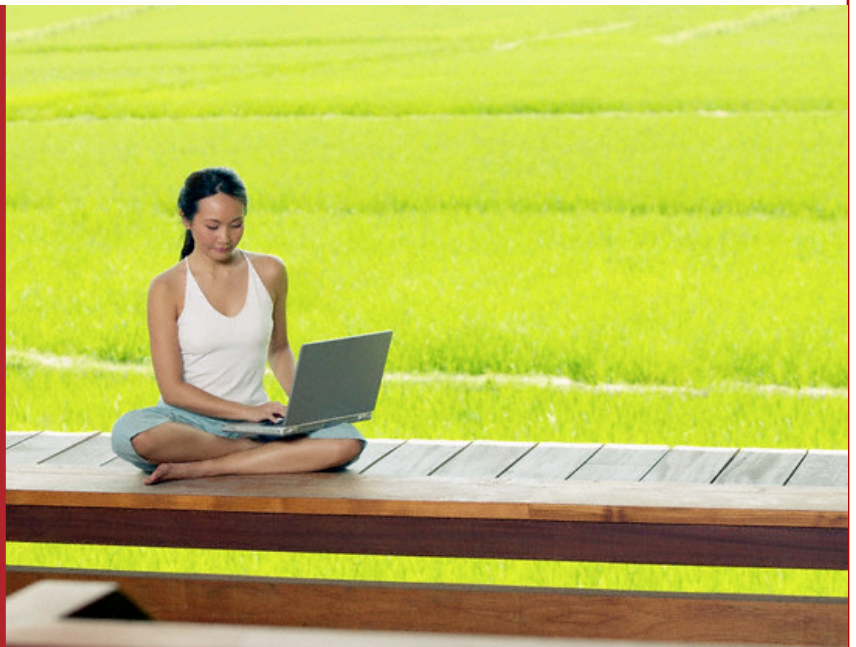




The ZENworks 10 Integrated  
Help Desk Solution

*everything*  
HelpDesk®



*[effortless Use]*

*[easy Reporting]*

*[essential Integration]*

*[enriched Web Mobility]*

*[effective Asset Management]*

*[excellent Service Solution]*

# The ZENworks 10 Integrated Help Desk Solution



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



“The fact it runs on all platforms and that it integrates with eDirectory, ZENworks and GroupWise email and calendar are awesome. Easy to use and very easy to set up.”

- Dan Klamert, Oconomowoc Area School District

### Search for ZENworks Assets directly from *everything* HelpDesk Tickets

- Automatically suggests the Ticket Contact's Primary User assets
- Suggests all other assets the Ticket's Contact has logged into

### Integrate your ZENworks Database\*

- Sybase is now fully supported by eHD
- Oracle and MS SQL also supported
- No need to import or export assets

### Tie ZENworks Assets to eHD Tickets

- ZENworks asset name is pulled over into the eHD Asset Field Box
- Ability to change or edit the ZENworks asset directly from the ticket

### View troubled asset reports for ZENworks managed devices

- Identify troubled assets and ensure they are fixed before warranty expiration
- No need to switch between ZENworks and eHD to see your troubled assets simply view them using eHD's powerful reporting tool
- Show top 10, 25, 50, 75, or 100 troubled assets.
- Suggests all other assets the Ticket's Contact has logged into

### 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

\*excluding ZENworks embedded Sybase DB

### Access ZENworks Asset Detail Page from within eHD

- Easily access the ZENworks Asset Detail Page from within eHD to eliminate the need to further research the end user's computer asset information

### Run and save reports grouped by ZENworks assets

- Search on Tickets tied to ZENworks assets
- Create and Save custom reports for all your motherboards, monitors, or other hardware assets
- ZENworks Assets has been added to the Group by functionality of the graphical pie and bar chart reports

### See all past tickets tied to ZENworks assets

- With the click of an icon all tickets that have been tied to the ZENworks asset can be viewed
- Displays Ticket #, Group, Subject, and Status
- Each ticket can be opened to see history comments and full Ticket detail

### Launch remote control ZENworks assets from a ticket

- Launch a remote session directly within the HelpDesk ticket using ZENworks
- Each Remote Control Session is automatically recorded in the Ticket's History Comments
- Technicians name, Asset ID, and a time stamp also recorded in the History Comment

