

# Global Service Desk



**A Complete Solution for Service Request Tracking and Asset Management**



+971 55 9134040

support@hionestech.com

www.hionestech.com

# Benefits

01

Improved Team Efficiency

02

Easy Communication

03

Process Automation

04

Reducing TAT, Cost Control

# GSD - Main Functionalities

## Registration

Request registration with and without attachments

## Follow-ups

Follow-ups can be set at any level for self & others and can extend/cancel

## Allocation

Can view, allocate and change status of tasks of subordinates.



## Actions

Initiate actions (Take, Assign, Resolve, Hold, Approve, Reject, Reopen)

## Delegations

Can delegate own or subordinates' tasks for a spec. period to others

## Dashboard

Easily understood and easy to analyze each events

# GSD - Main Functionalities Contd..

## Routing

Ticket routing to specific user or group as per configurable WF

## Proritising

Special attention to critical tasks



## Asset Linking

It's easy to track assets of each employee and it shows up directly on service request page.

## Prod/Inventory

Simple asset mgmt. system to keep the track of assets

# GSD - Addons

## Linking

Any previous requests can be linked to the new request



## Timeline Chart

To view the time elapsed between actions as a chart



## Attach Docs

Supports attachments of any type



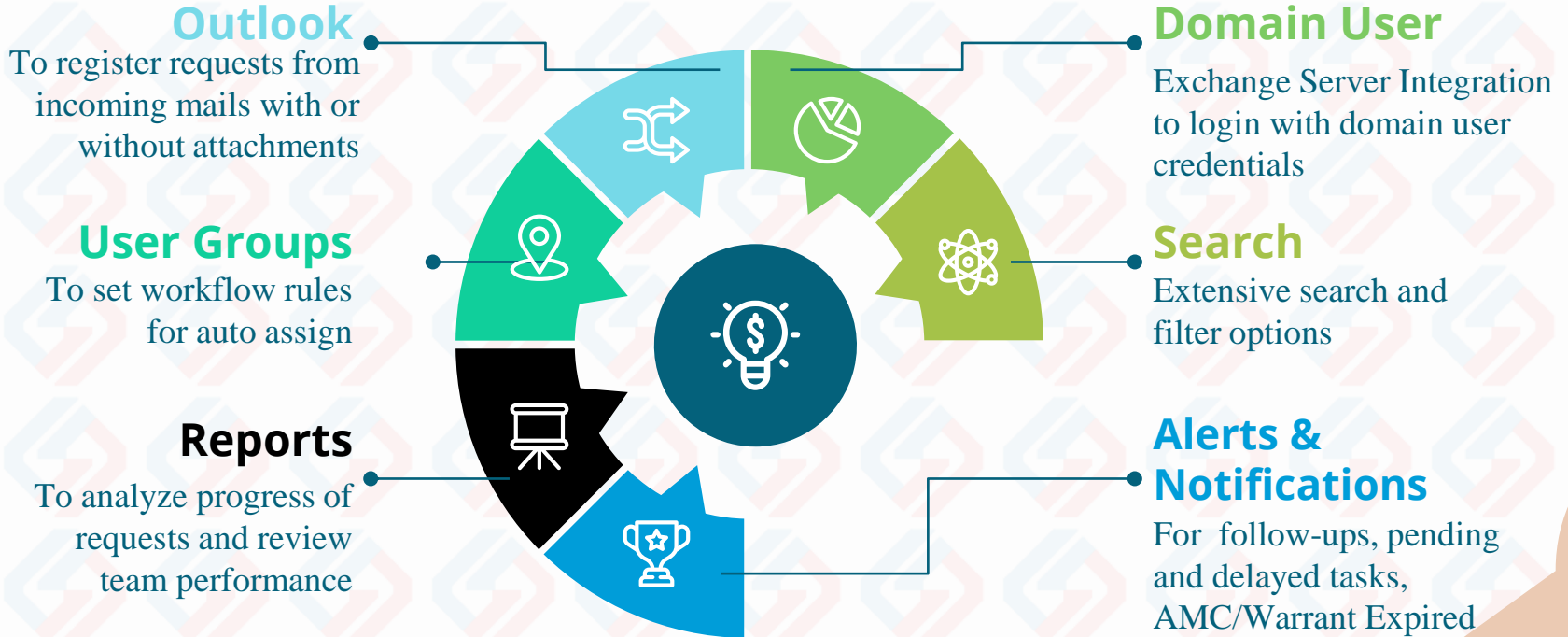
## History

To view all the previous actions in a request



GSD

# GSD - Addons Contd..



# GSD – Asset Management

## Asset Creation

Allows to create and bulk upload assets

## Warranty/AMC

Notifications available on expiry and allows to renew.



## Asset Transfer

Easily attach and detach assets to Internal & External users and complete history available.

## Transfer Receipts

Option to Print & Reprint transfer receipts while transferring assets.

# Users



## Admin

Configurations, Masters  
and Settings



## Managers

Assign, View Sub-ordinates  
Tasks, Follow-Ups,  
Delegations, Escalations



## Employees

Open Tickets, Change  
Status of Tickets



# Process Flow

## Register

Entering details of Request

A1

## Save

Saving Metadata

A2

## Submit

Attach. Docs,  
Link Requests

A3

B1

## Assign

Assigns tasks to a user or group

B2

## Resolve

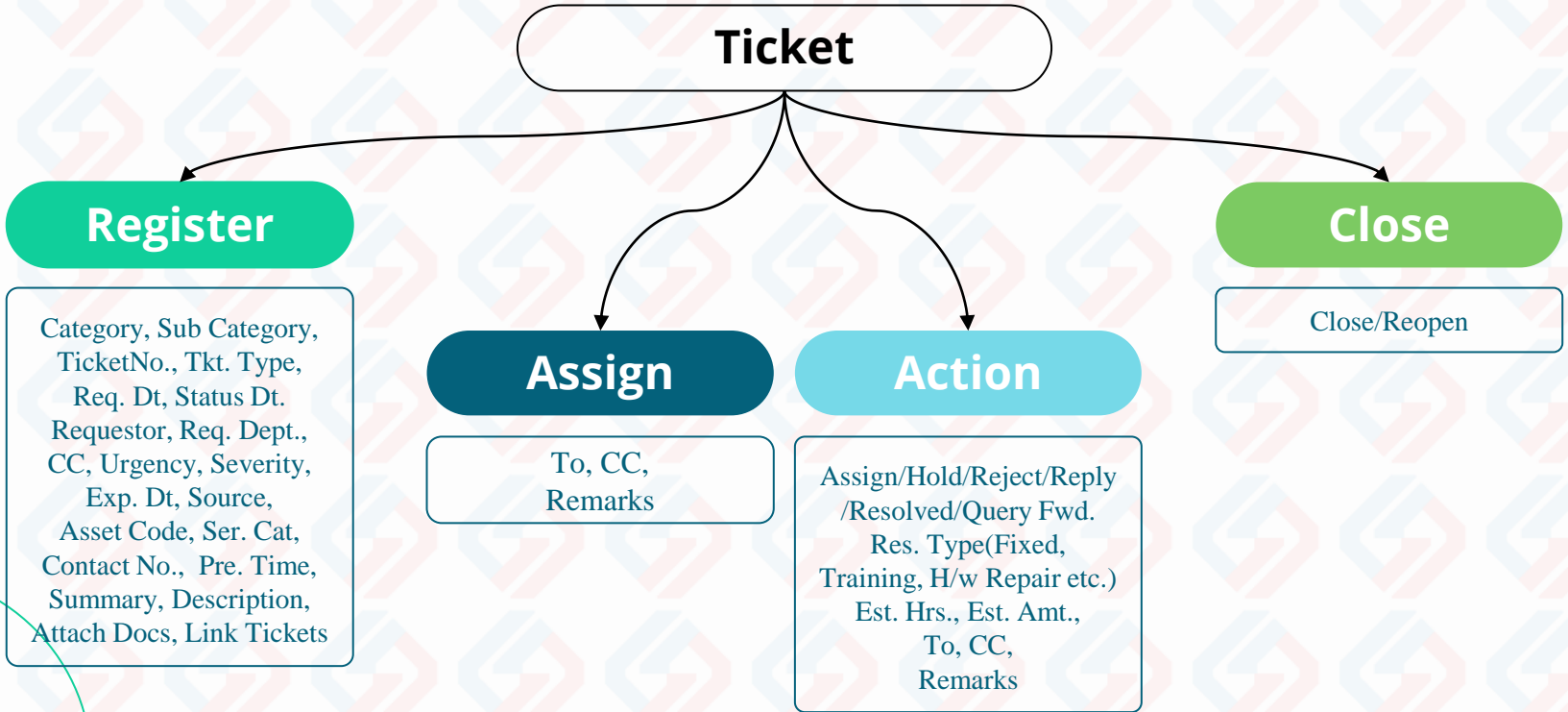
Resolving the task

B3

## Close

Requestor closing the task

# Request Metadata



# GSD - Reports

## Audit Trail

Displays list of actions done by the users

## Pending Requests

Requests pending with me, with my team, with each user

## Request Status

Status wise reports, Request Ageing Report



## Admin Reports

Reports for all master data

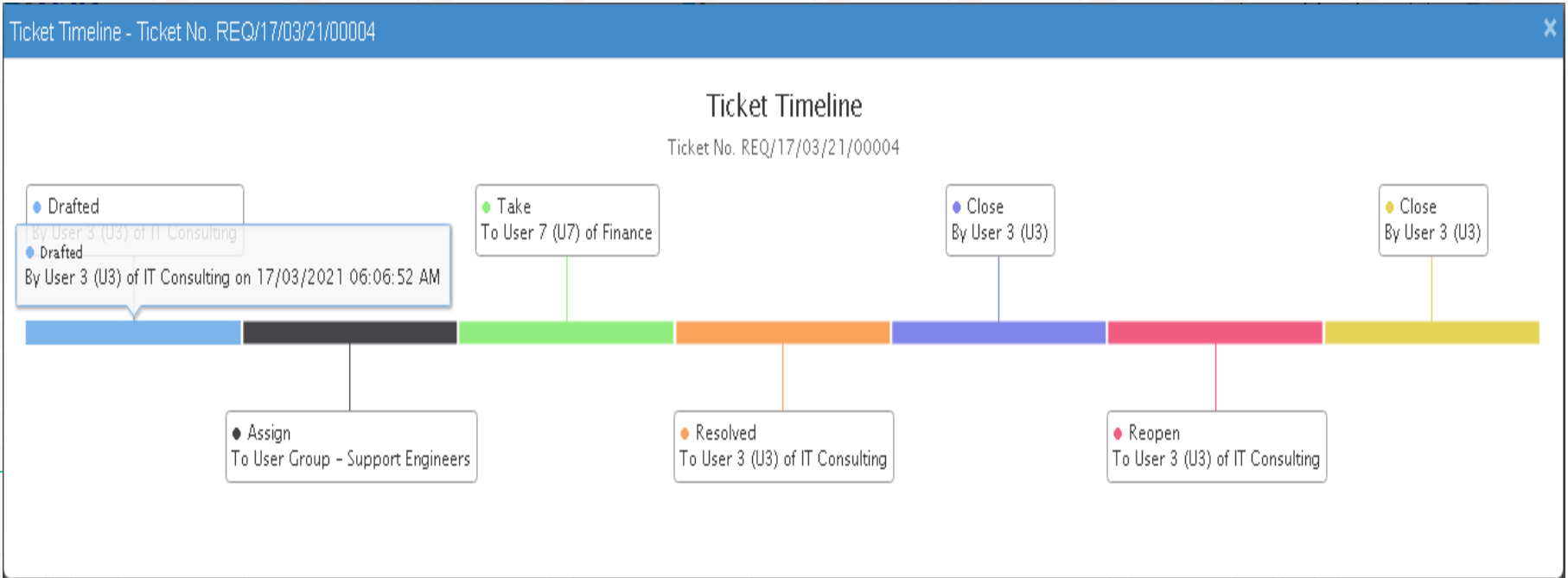
## Asset Reports

Warranty/AMC Expired, No. of Licenses used, Repaired/Damaged, Asset Transfers

# Sample Dashboard Reports



# Timeline Chart



# Request Registration History

Ticket No. - GSD/2022/00001

## History Listing

| Action By                          | Action   | Action On              | Receiver          | In Cc | Remarks                                      |
|------------------------------------|----------|------------------------|-------------------|-------|--|
| [REDACTED]                         | Submit   | 23/07/2022 09:06:24 AM |                   |       | Taking too much time to load the application |
| GSD Scheduler (SCH) for [REDACTED] | Assign   | 23/07/2022 09:08:16 AM | User - [REDACTED] |       | Allocated                                    |
| [REDACTED]                         | Take     | 23/07/2022 09:09:36 AM |                   |       | Take to assign to new user                   |
| [REDACTED]                         | Assign   | 23/07/2022 09:10:10 AM | [REDACTED]        |       | assign tot IT dept                           |
| [REDACTED]                         | Take     | 23/07/2022 09:10:55 AM |                   |       | take for checking                            |
| Sumir Mathew (sumir)               | Resolved | 23/07/2022 09:12:31 AM | [REDACTED]        |       | Resolution Type : Fixed. resolved.           |

Receiver's Info. View

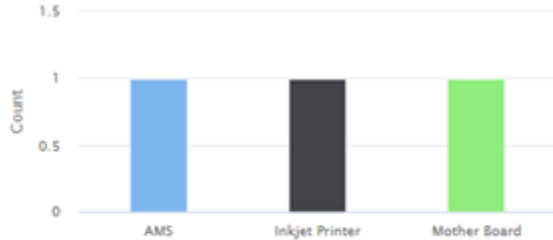
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# Notifications



Pending with Me



Pending from Delegations

No data to display !!!

My Requests



User's Average Response Time - Last 3 Months



**PENDING WITH TEAM - IN ESCALATION**

- REQ/09/12/21/00019  
 Pending with : User 3 (U3)  
 226 Day(z) 4 Hr(z) 44 Min(z) ago
- REQ/09/12/21/00018  
 Pending with : User 3 (U3)  
 226 Day(z) 6 Hr(z) 12 Min(z) ago
- REQ/21/03/21/00016  
 Pending with : User 3 (U3)  
 489 Day(z) 10 Hr(z) 8 Min(z) ago
- REQ/21/03/21/00015  
 Pending with : User 3 (U3)  
 489 Day(z) 10 Hr(z) 15 Min(z) ago
- REQ/20/03/21/00014  
 Pending with : User 3 (U3)  
 490 Day(z) 6 Hr(z) 38 Min(z) ago
- REQ/19/03/21/00012  
 Pending with : User 3 (U3)

# Request Receivers Details

| Receiver's Info. <span>✕</span> |             |                |              |                      |                        |               |              |
|---------------------------------|-------------|----------------|--------------|----------------------|------------------------|---------------|--------------|
| Receiver                        | Contact No. | Receiver Group | Received For | Department           | Viewed On              | Response Type | Responded On |
| Sumit Kumar (sumit)             | 9000000000  |                | Action       | Finance & Admin Dept | 23/07/2022 09:16:49 AM |               |              |

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# HIONESTECH

YOUR IT PARTNER

# Thanks!!!

For any queries contact



+971 55 9134040



[support@hionestech.com](mailto:support@hionestech.com)



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