Global Service Desk

GSD

A Complete Solution for Service Request Tracking and Asset Management

HIONESTECH
YOUR IT PARTNER

+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 sub. Ordinates' tasks for a spec. period to others

Dashboard

Easily understood and easy to analyze each events

HIONESTECH
YOUR IT PARTNER

GSD - Main Functionalities Contd..

Routing
Ticket routing to specific user or group as per configurable WF

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

Proritising
Special attention to critical tasks

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

Attach Docs

Supports attachments of any type

Timeline Chart

To view the time elapsed between actions as a chart

History

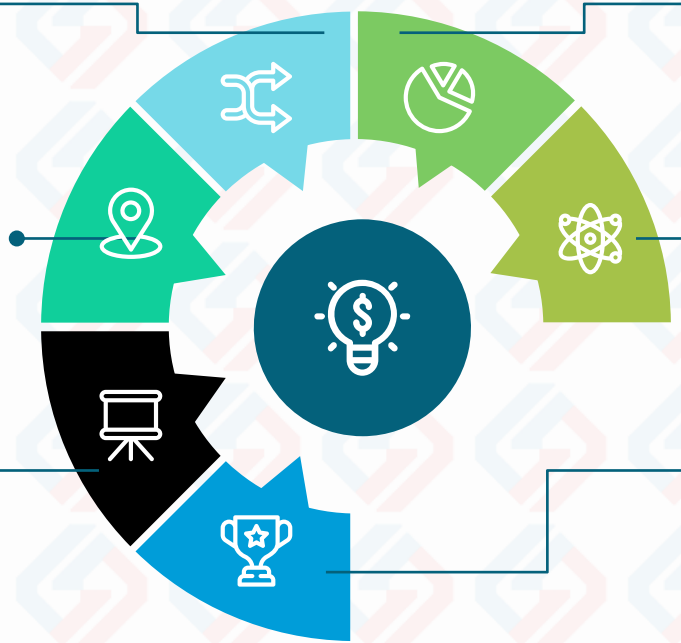
To view all the previous actions in a request

GSD - Addons Contd...

Outlook
To register requests from incoming mails with or without attachments

User Groups
To set workflow rules for auto assign

Reports
To analyze progress of requests and review team performance



Domain User
Exchange Server Integration to login with domain user credentials

Search
Extensive search and filter options

Alerts & Notifications
For follow-ups, pending and delayed tasks, AMC/Warrant Expired

GSD – Asset Management

Asset Creation
Allows to create and bulk upload assets

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

Warranty/AMC
Notifications available on expiry and allows to renew.

Transfer Receipts
Option to Print & Reprint transfer receipts while transferring assets.

Users

Admin

Configurations, Masters and Settings

Managers

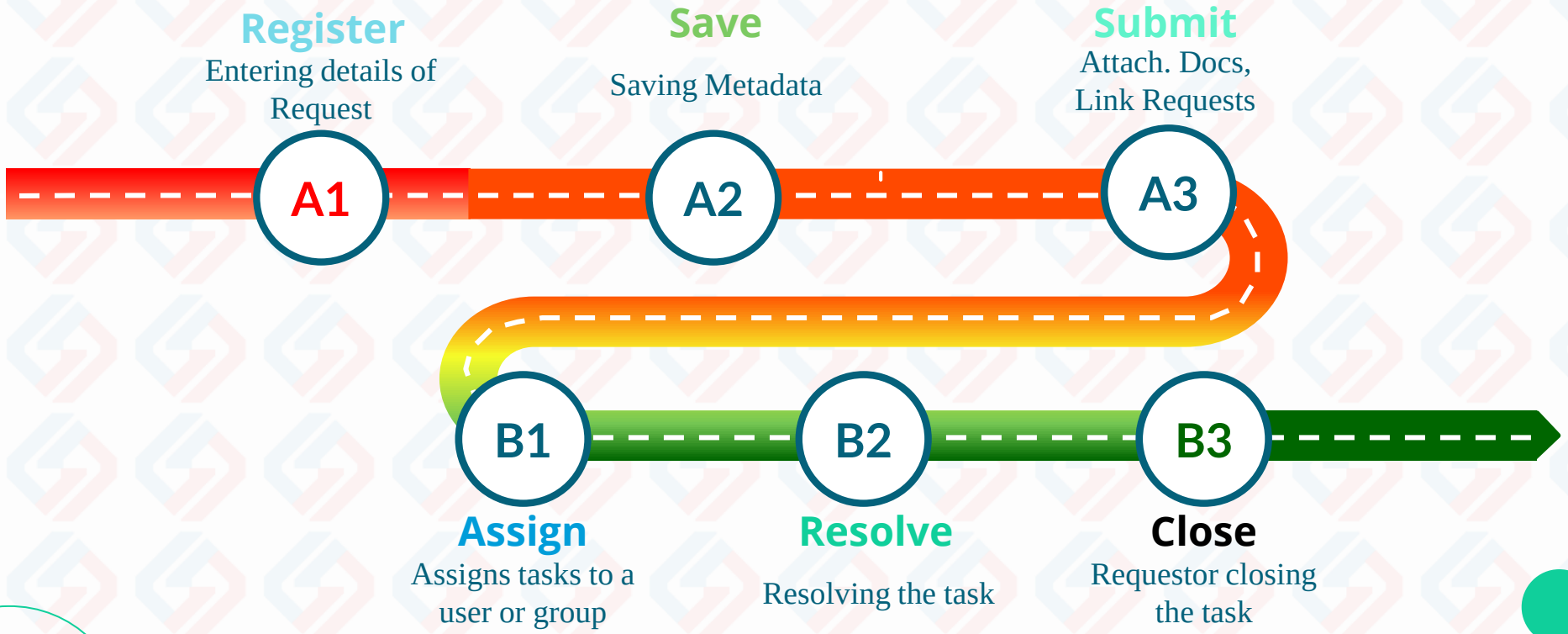
Assign, View Sub-ordinates Tasks, Follow-Ups, Delegations, Escalations

Employees

Open Tickets, Change Status of Tickets

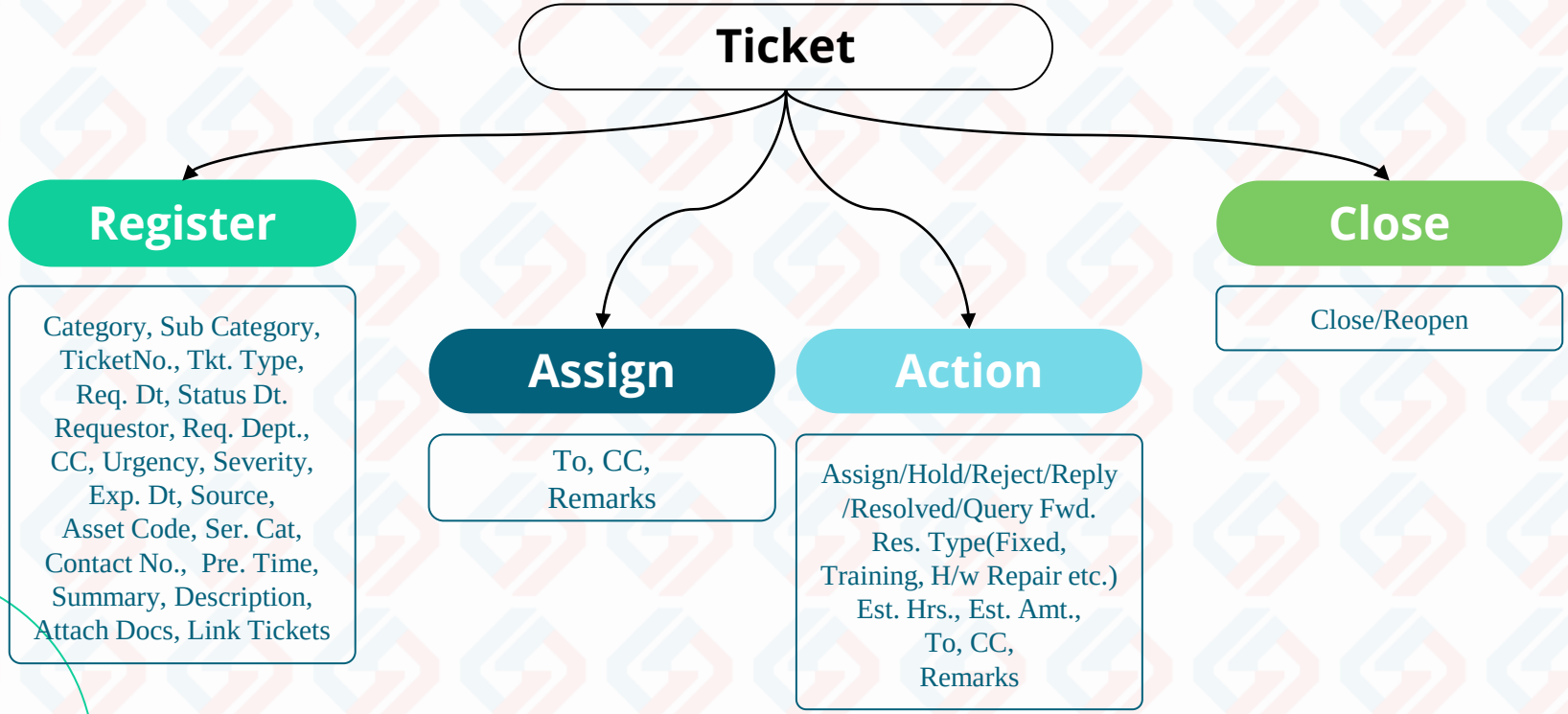
HIONESTECH
YOUR IT PARTNER

Process Flow



HIONESTECH
YOUR IT PARTNER

Request Metadata



HIONESTECH
YOUR IT PARTNER

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

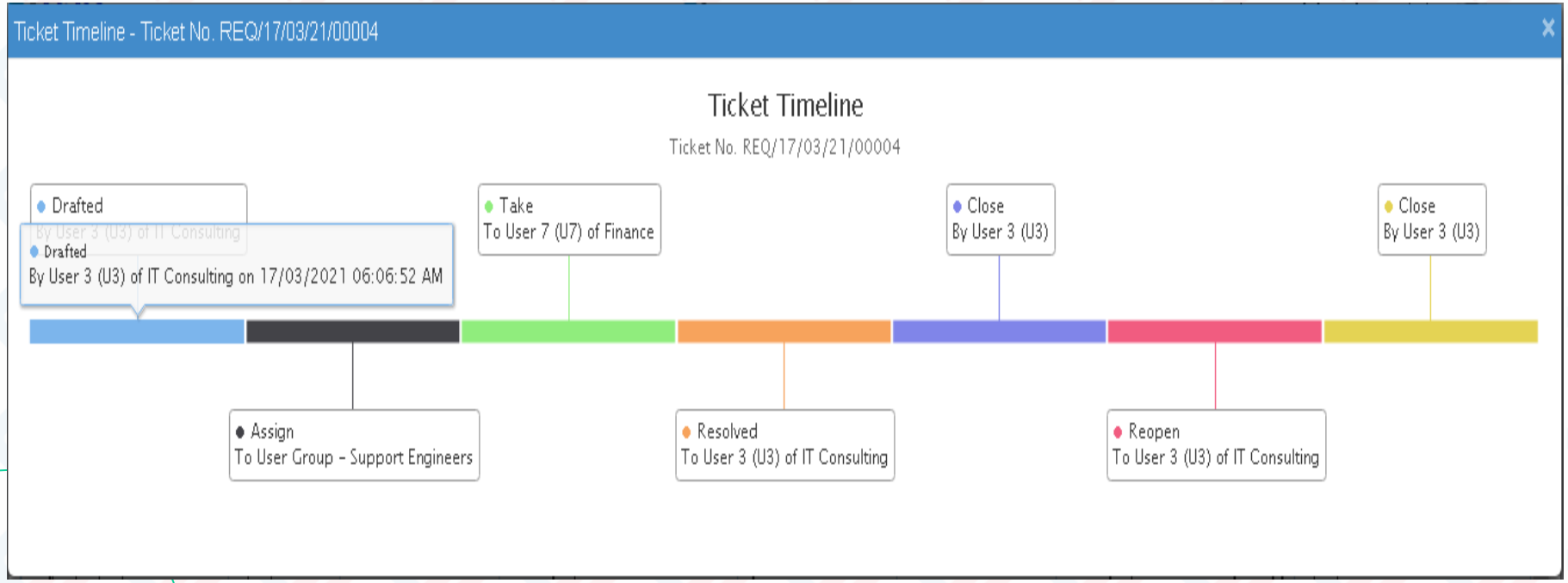
Asset Reports

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

Sample Dashboard Reports

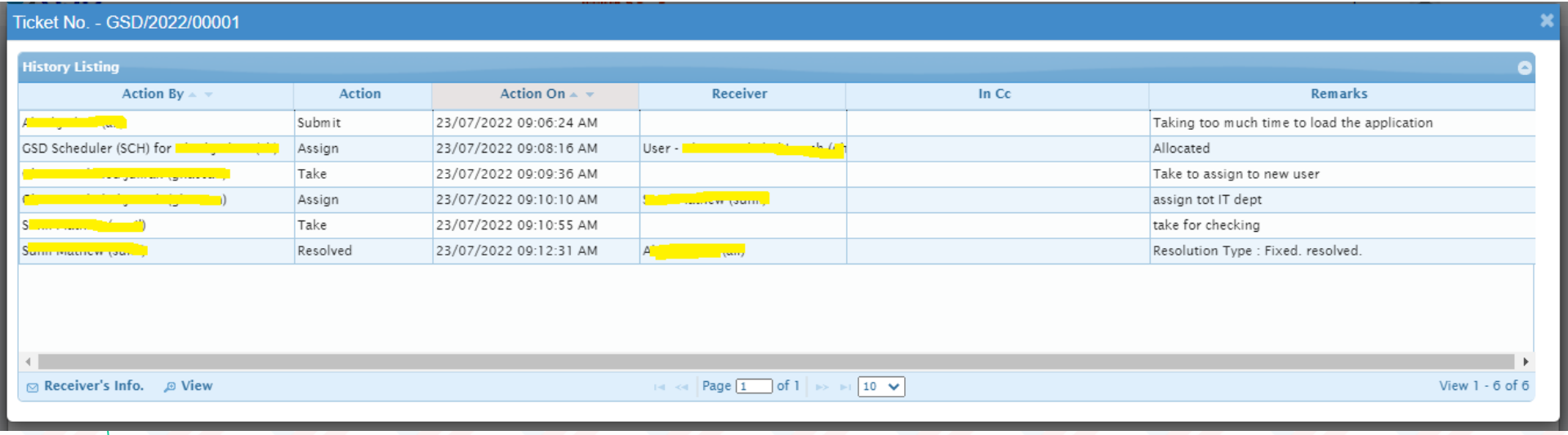
HIONESTECH
YOUR IT PARTNER

Timeline Chart



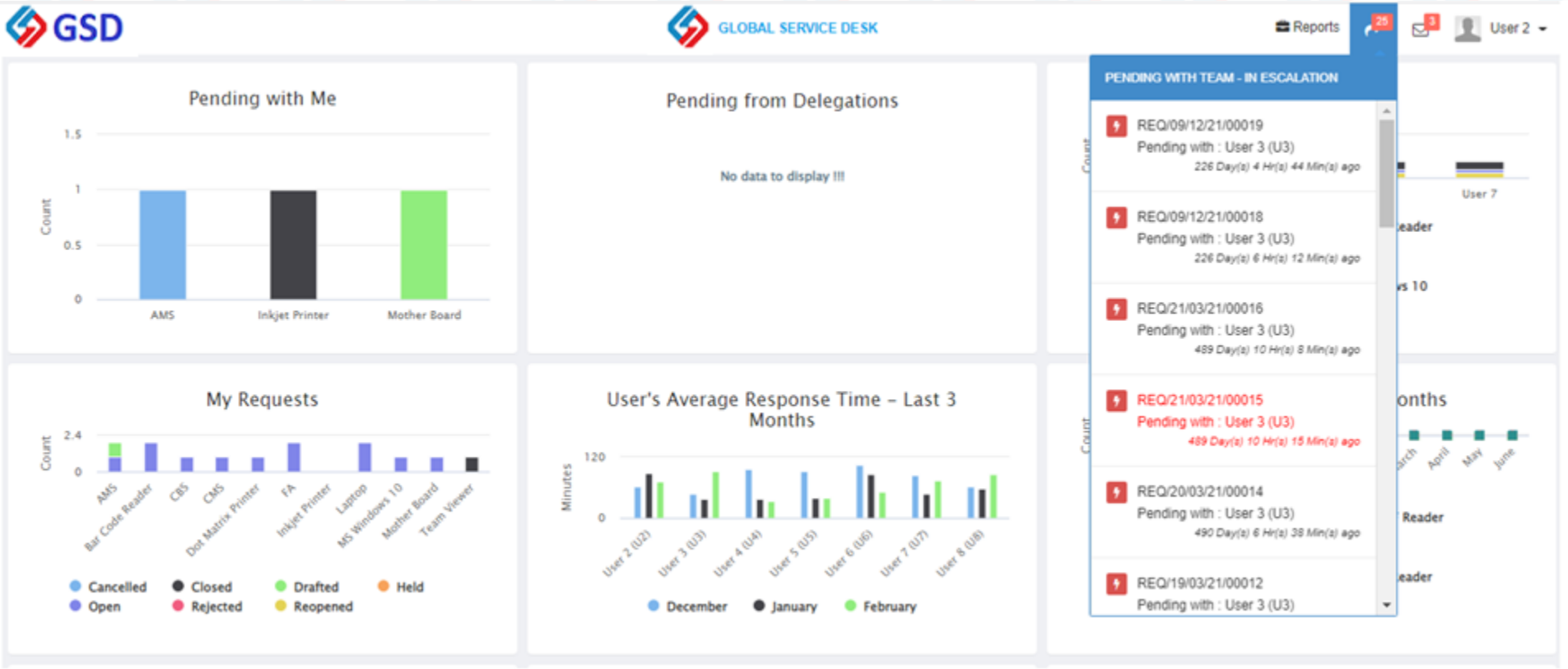
HIONESTECH
YOUR IT PARTNER

Request Registration History

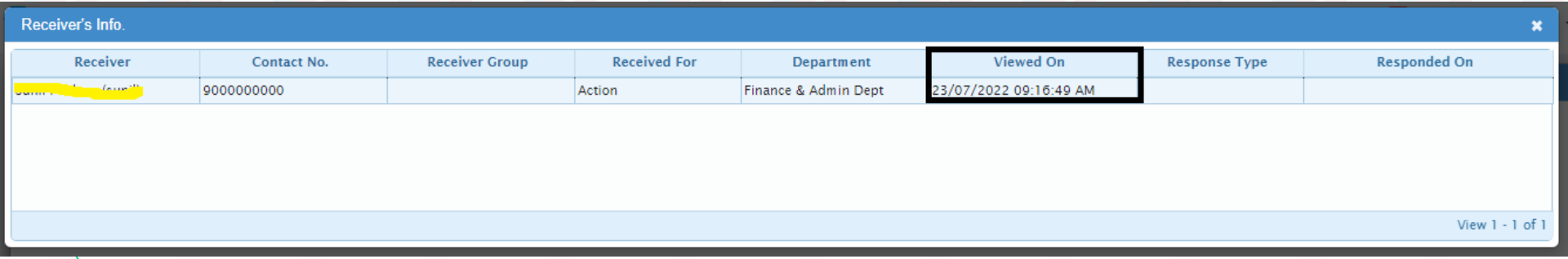


HIONESTECH
YOUR IT PARTNER

Notifications



Request Receivers Details



HIONESTECH
YOUR IT PARTNER

Thanks!!!

For any queries contact

+971 55 9134040
support@hionestech.com
https://www.hionestech.com