

# GeoCom<sup>®</sup> Helpdesk 6.5

The intelligent user support for efficient trouble shooting



**Strengthen your position in the market with service orientation, competitiveness, and customer satisfaction. An efficient user service with a customizable scheduler will help you to achieve your goal.**

## Highlights

- **Platform independence.** Don't go for compromises. There is no need to switch from your favourite operating system, whether it be Windows 9x, NT, 2000 or any other preferred system
- Choose to work with your Lotus Notes client or via the **integrated web browser interface** using a common web browser
- Take advantage of the database's fast **replication mechanisms** for distributed locations. Work offline with full data availability and data integrity
- Experience the speed of communication between the end user and a **multi-tiered customer support**
- Organize all regularly recurring **tasks**
- Access **established knowledge bases** and solutions by just one mouse click
- Classify problems and thus find the responsible **second-level support member** to delegate them to
- Meet customer-specific response times and service level agreements by **automatically monitoring deadlines**
- A **license** for just 3 Helpdesk users allows you to support any number of employees or customers. Purchase of a user license is required for your Helpdesk agents only - no license is needed for the usage through a customer.
- <http://www.geocom.de>

## Innovative Support

GeoCom<sup>®</sup> Helpdesk is a support system that – irrespective of the type your of business – helps you to solve problems that may arise in any enterprise with close customer relationships.

GeoCom<sup>®</sup> Helpdesk is based on the Lotus Domino groupware. A constantly up to date information pool with all pending queries, work flow for escalation and direct access to knowledge bases ensures a quick solution for a problem and enhances customer relationships.

## Efficient Strategy for a Solution

With GeoCom<sup>®</sup> Helpdesk the call form can be filled by the user himself or by a customer service agent (Hotline). In addition, calls can also be sent directly as an e-mail.

Direct access to relevant information and previously solved problems will help to answer customers' questions without delay. More complex problems will be classified so that the trouble ticket can instantly be delegated to the responsible service engineer or to second-level-support. At the same time an e-mail notice or the start of a deadline monitoring can be triggered.

For the responsible supervisor GeoCom<sup>®</sup> Helpdesk gives a detailed overview of all pending queries including the possibility to intervene.

## Easy Adaptation to any Environments or Web Portals

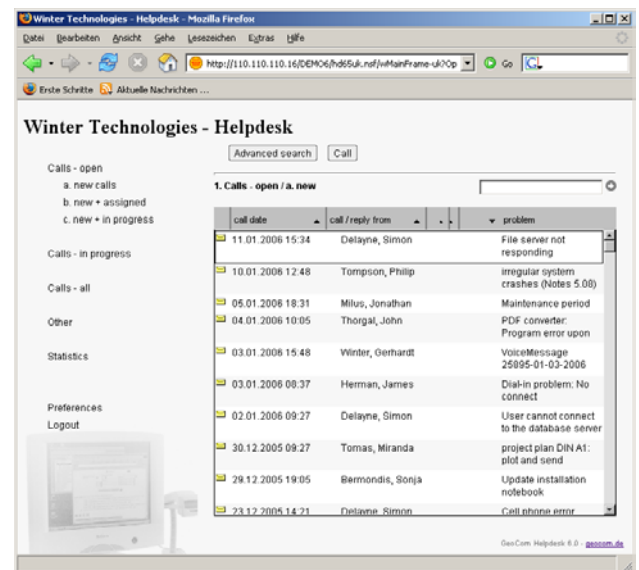
A perfect customer service and order management require the entire information pool to be seamlessly integrated. GeoCom<sup>®</sup> Helpdesk ensures that already existing knowledge-bases can be used as data sources covered by a standardized interface.

The application can be accessed either via Lotus Notes client or by using the integrated web browser interface and any common web browser.

## Rapid Communication

Simple and fast communication is an important building block for efficient teamwork.

With the integrated TAPI support, telephone connections are easily made by mouse click. Messages to call center agents or support departments can be sent using the integrated e-mail-system.



## Customer specific requirements

GeoCom<sup>®</sup> Helpdesk can easily be installed with a few mouseclicks only. More than 1000 configuration parameters provide you with individual customer specific adjustments.

Extensions to GeoCom<sup>®</sup> Helpdesk are offered by ISG Information Systems GeoCom GmbH.

For more information please contact [helpdesk@geocom.de](mailto:helpdesk@geocom.de)