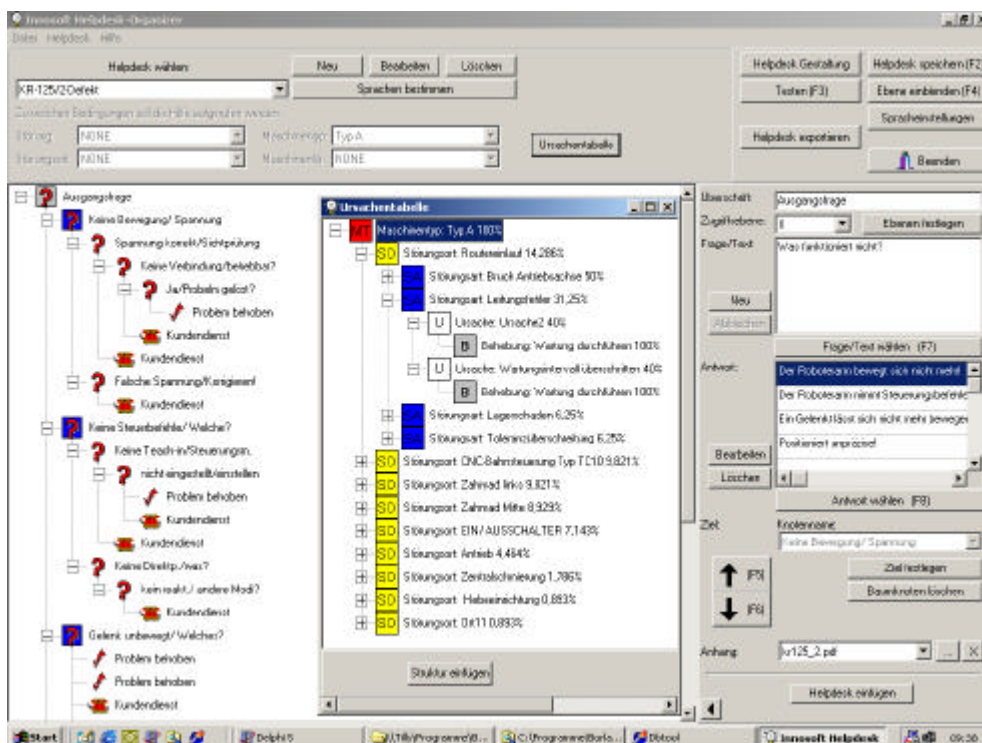


## Module: Helpdesk

- ideal tool for the creation of the Helpdesk according to your products
- problem-related guidance for the independent troubleshooting by the customer
- adjustment of the problem stages according to the qualification of the customer
- automatic creation of the Helpdesk by using the data of the customer management
- export function for employees in the field
- multilingual

## Advantages

- self dependent tracing back and elimination of errors by your customers up to an adjustable level of knowledge
- your call center gets released of trifle problems
- possibility of a statistic evaluation of failure frequency



# Helpdesk

*INNOSOFT* Helpdesk is a tool for the simple production of a repair or operating instructions according to your guidelines. With the appropriate Helpdesk Viewer the user is led through the guidances. Additional information can be deposited with the individual steps, e.g. in the pdf format, in order to guide and inform the end user.

**Instruction manual:** The operating instructions of your products can be made available electronically with the help of the program by the combination of texts and pictures. The structured and the hyperlink function allow fast access to the desired parts of the operating instructions.

**Troubleshooting:** The system offers the possibility to your customers to solve problems independently. By defining the stages you determine, in how far the customer can intervene, and when he should refer to you.

The customer can directly send an e-mail to you from the program containing the information, at which place of Helpdesk he was, so that you are instantly informed.

Your employees can use the same Helpdesk, although by help of additional stages they have access to further information, which for the customer is not at disposal. Thus with the Helpdesk you can support thus both your customer and your service staff.

**Automatic creation:** The data entered into *INNOSOFT* customer management can be created as a new Helpdesk automatically. The user receives an overview of the most probable solutions by evaluation of the past repairs.

**Export:** You can export a created Helpdesk, so service representatives can use it while working on the field. The Helpdesk can be translated into different languages, so that also employees from other countries can fall back to the same information.

**Call center support:** By the possibility for the customers to independently go troublesearching and troubleshooting your call centers will not have to deal with bagatelle cases, and they are able to help the customer with this tool. By statistic evaluation arising errors and their repair can be made more easily visible and sometimes repaired already in the construction phase.