

What is Call- & Track?

Today's enterprises supervise and support more PC's with less personal and smaller expenditure of time than ever before. Thereby the situation becomes still more complicated as by the shorter technology life cycles, increasing complexity and a rapid user change, it becomes more and more difficult to satisfy the requirements of the business customers and users. There have to be better methods for administration and support of your IT facilities. You can realize this with Call- & Track. Call- & Track offers you the following possibilities:

- Recording of service and problem inquiries of the IT user by the administrator.
- Problem and solution oriented documentation of a service inquiry by the administrator.
- Status assignment for each service inquiry and thus further pursuit and escalation possibilities for technicians and administrators by paper and by email.
- Recordation of detailed hardware and software data for all system platforms Windows 9x, NT, 2000 and XP as well as Apple Macintosh and Linux
- The enterprise service communication for each service inquiry is recorded by the integrated document administration and virtual printing to the service inquiry.

Into which product category Call- & Track can be classified?

Call- & Track belongs to the category of helpdesk and service management data bases. To emphasize is that Call- & Track 5 is one of the few helpdesk data base systems with German and English language user surface.



Who are the target customers for Call- & Track?

- Small firms with an installed basis of 15 PC's and more, at which normally one person supervises the PC installation as internal IT administrator.
- Middle-sized enterprises with an EDP department, which also have to cover user support for PC users in addition to the classical administration work on the network or the host.
- Authorities and administrative departments, which indeed have an EDP department and classical user support on hand, could not use helpdesk software, as the relation of costs and profit of such systems so far were not given due to high landed costs of the software installation.
- **The IT specialized trade, which daily support their customers by phone or on-site-service. With Call- & Track the documentation and thus the accounting of service achievement can be simplified dramatically and represented to the customer more transparently.**
- **IT system houses and medium sized software houses, which accomplished their software support previously without appropriate helpdesk or call centre application due to cost reasons.**
- **The IT system technician at the hardware manufacturer, who have to prove and document onsite services.**
- **The IT system technician at the hardware manufacturer, who must document and report executed on-site service.**



How can you use Call- & Track at the user helpdesk and/or the user support of an enterprise?

- Recordation, treatment and documentation of user inquiries
 1. Problem oriented recordation and documentation of user inquiries
 2. Integrated time registration and status management for open support inquiries
- Inventory and licence management of the IT user setups
 1. product / serial number oriented inventory
 2. license administration of the product key codes per installed product
 3. different workstation setup and software configurations can be determined and fixed for each user
- free scalable helpdesk application for registration and treatment from 1 to 15000 user workplaces

How can you define the use of Call- & Track as service management data base for on-site and indoor service technicians in the IT service and IT specialized trade?

- Recordation, treatment and documentation of the customer support and/or at failure reports
 1. Problem oriented recordation and documentation of user inquiries
 2. Integrated time registration and status management for open support inquiries
 3. Compilation of a service report for onsite services
 4. Cumulated service-time analysis
- Inventory and licence management of the IT user setup at customers
 1. product / serial number oriented inventory
 2. licence administration of the product key codes per installed product
 3. different workstation setup and software configurations can be determined and fixed for each user

Which open interfaces does Call- & Track offer for the integration of further office standard applications?

- User export interface (CSV format for MS Excel)
- Integration of ScanSoft Omniform 5 for the involvement of service forms, see product side of ScanSoft:
 - <http://www.scansoft.de/omniform/>
 - <http://www.scansoft.de/omniform/business/costanalysis/>
- Integration of PDF and DOC documents for the direct call-in from the different processing masks
- INTRANET interface for the integration of user specific INTRANET solutions
- Transfer of any text and picture documents via the virtual printer into the processed inquiry



Which advantages does the user have when processing service inquiries with Call- & Track?

- Transparency at service inquiries
- Transparency of the assigned licences and the warranty status
- Fast regain of necessary documents and service cases
- **Time saving and clarity**

What does improved service transparency provided by Call- & Track mean for the user?

- Clear and fast administration of software licenses and hardware serial numbers.
- Due to the integrated document administration Call- & Track allows the attachment of warranty documents when recording a new serial number.
- Fast backtracking of support inquiries by integrated documentation of problem, cause and solution as well as the clear allocation of particular inquiries by support-reference number.
- Plug & Play reporting and backtracking functions, which allow the administrator or the service technician to look up, analyze and if necessary to document a substantial inquiry history by printing out the report.



Which advantages has the administrator or service technician by working with Call & Track?

The administrator or service technician demands safety and cost analysis in his work:

- No endless discussions about service statements with the customer, which you or your colleague have done times ago
- Simple filing of service-source information that you have received via the internet or from the manufacturer hotline
- Service reporting with dedicated timekeeping and editing for service calculation.
- **timesaving, minimal conflict potential with the customer, service analysis**

Above all, Call & Track offers you transparency

- Due to the dedicated assignment of problem, reason and solution documentation, all made service statements can be exactly tracked, documented and archived by person and time. With one click of your mouse, you will find the exact statement of your colleague.
=> Reduction of the conflict potential with the user/customer
- By attaching documents and due to the integrated virtual printer every reference to the information source exist plug & play and is utilizable.
- The service reporting and the analytical reports of Call & Track offer the user a lot of possibilities to document the value of his work throughout request status, problem category-report up to a cumulated monthly summary report by each user simply by push of a button

