NETSUPPORT SERVICEDESK

What's New?
New and enhanced features in NetSupport ServiceDesk v5

New look and feel

With a new look and modern feel designed to support the latest product enhancements and suited to both desktop and tablet platforms, version 5 is the most accessible yet.


Service Level Management

Meeting customer expectations and delivering a cost-effective support service is key if a healthy relationship between business units and IT teams is to be maintained.

Service Level Management is a core component of the ITIL service delivery framework and version 5 provides optimised workflow processes to ensure Service Level Agreements (SLA's) can be developed, agreed and successfully managed in line with customer needs.
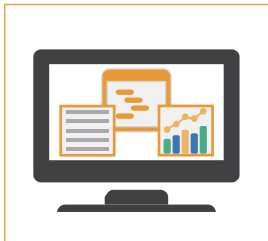
Custom Report Designer

Version 5 further extends the product's reporting capabilities to ensure you have the means to capture information in a variety of ways and, crucially, present it in an intuitive manner. The existing reports dashboard and supplied standard management reports are now supported by the addition of a custom report designer. The simple drag and drop interface enables you to build a fully customised report including HTML, text and supporting graphs.
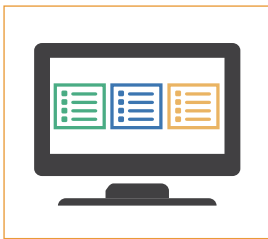
Pre-populated Incident, Problem and Change Request templates

How many times do you see the same incidents being created over and over again?

Now you can make the process a whole lot smoother for users by preparing specific Incident, Problem and Change Request templates pre-populated with the required data and assignee details. Users simply pick the required item from the saved list, add any unique text and submit.

Customisable Operator Layouts

The NetSupport ServiceDesk interface can now be further customised to offer a personalised "Home" page for each operator. This can be applied at company, department or individual operator level.

On opening NetSupport ServiceDesk, you could present operators with an instant list of their assigned incidents; a supporting graph showing how long they have been open; and a handy button linking directly to the holiday calendar. End-users could be offered a page indicating the status of their open incidents along with a quick link to NetSupport ServiceDesk's self-service knowledge base.

Redirect operators to a specific page on logout

Each operator profile can now include a link to a specific page on exiting NetSupport ServiceDesk. This could be anything from a customised exit page or a redirect to your local intranet.