

Wendia

POB Service Desk Management



POB Service Desk Management enables you to receive, enter, manage and solve service requests, incidents, problems, RFCs, etc. POB also helps you improve and control the knowledge base of both support staff and users, ensuring fast and effective problem solving. POB can easily integrate into your existing IT environment using web or mobile interfaces, CTI, MS Outlook, Lotus Notes, System Management, etc.

POB Service Desk Management helps you control, manage, and develop your service and support functions to stay competitive and responsive to your customers' needs.

Benefits to Your Organization

Managers can trust POB to follow up on quality, performance and service levels. Some will rely on POB to recognize available resources or to plan and follow up on problem solving activities, by automatically supplying each technician with a detailed activity plan. POB is a valuable tool for identifying and responding to emerging trends and new business demands.

Benefits to the User

POB Service Desk Management (SDM) provides service desk consultants with the graphical tool needed to manage calls to the customer support center. They can access the complete knowledge base and therefore speed up the problem solving process. POB ensures all services get paid, either through service level agreements or automatic detailed invoicing of incidents and service requests.

Service Desk Management for Competitive Advantage

POB SDM helps you control, manage, and develop your service and support functions to stay competitive and responsive to your

customers' needs. It will also help you secure effective incident and problem management, and, as a highly cost effective product, lead to enhanced customer service and support.

Functionalities in POB Service Desk Management

POB Service Desk Management offers the information you need to give top quality customer service all from one window.

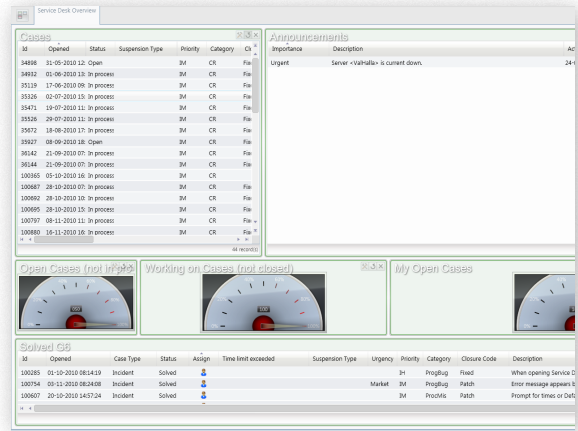
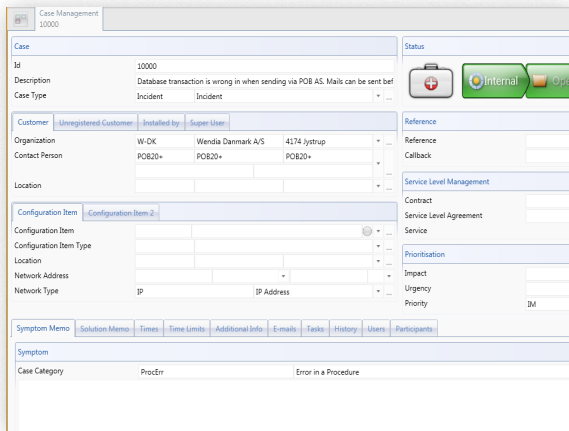
Incident and Problem Management

POB supports the processes for:

- Incident Management to take care of any event that interrupts or disrupts production
- Problem Management to resolve the root causes of incidents

Throughout the life cycle of an incident or problem it is important to monitor and update. POB includes:

- History details
- Status (new, work in progress, suspended, assigned, solved, and closed)
- Business impact/priority
- Time spent and costs
- Escalation



▲ Case Management window - equipping you with detailed information about an incident, problem, RFC, etc.

▲ Worklist - showing all work that needs to be completed by an individual or group

Successful incident and problem management requires a sound database structure. POB includes:

- A high-performance configuration database
- Knowledge bases with resolutions and known errors
- A close link to Service Level Management to automatically obtain response targets

Task Management

Task Management allows many individuals to take part in the problem-solving process without losing control and responsibility. In POB all tasks are synchronized with MS Outlook to simplify the main overview.

Resource Management

POB Resource Management gives you the opportunity to record time, material and other costs used on an incident or service request. This process helps lower the costs of ownership, and monitor the profitability on each Customer and Service Level Agreement.

Knowledge Management

By using Knowledge Management to solve incidents, the efficiency of the solving process is significantly improved. In POB you can capture, find and distribute knowledge, draw conclusions, find solutions to your problems, and make knowledge available throughout your organization. Knowledge will then also be available for the customers through the POB Self Service Portal, where they may solve their own problems.

Invoice Management

POB gives you the opportunity to create invoice requests for time, material and expenses used during the problem solving process, to ensure that all costs are accounted for and taken care

of, either by the Service Level Agreement, or on a separate invoice.

Survey Functionality in the SDM module

Additionally, the Service Desk Management module has a survey application add-on feature. The POB Survey functionality enables system administrators to define and execute surveys - a valuable tool to measure how your customer service is perceived by the customers.

Accessing the SDM module

You can access the POB solution from a windows platform, a web browser, a smartphone or a tablet.

Announcements

You can convey important information by an eye-catching message in the POB Service Desk Management module to specific target groups, like Users or User Groups, when they log on.

Monitoring

POB's monitor function, the POB KPI Explorer, allows you to monitor any critical process, target, performance or service level, etc. The monitor application is a main part of the problem solving process, and it can be tailored to fit each individual user of the POB solution.

Reporting

The built-in reporting options enable you to create reports on any Key Performance Indicator, ensuring that all your business goals are achieved. With statistics and reports available online, you can continuously monitor customer satisfaction, service quality, profitability and market trends.



Excellence in Service Management

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