



# RICHMOND SupportDesk SELF SERVICE PORTAL



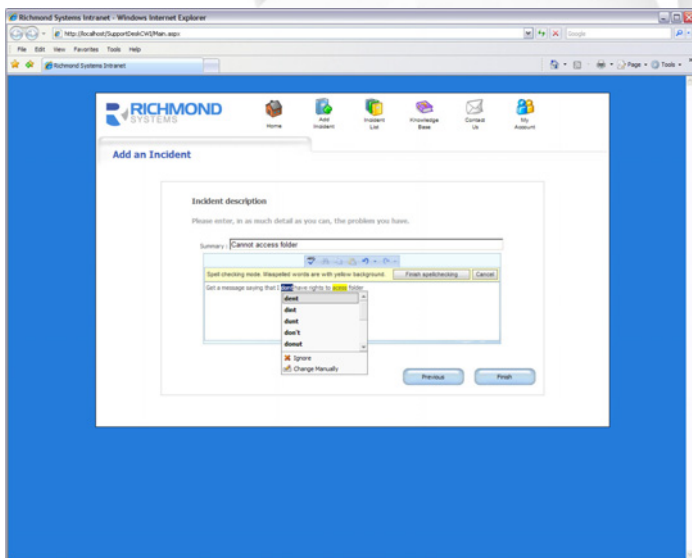
## Richmond SupportDesk Self Service Portal for Education

Richmond SupportDesk Self Service Portal for Education provides staff with customised interactive access to Richmond SupportDesk 24/7 via standard web browsers. An industry leading set of features ensures enhanced levels of service satisfaction whilst reducing the cost of delivering service support.

### Key Features

#### Incident Management

Quick incident templates allow rapid logging of frequently occurring incidents.



Customisable wizards guide staff to categorise their support requests and supply all of the necessary information to enable support staff to quickly and efficiently manage the incident.

Incident screens provide access to track the progress and status of support requests ensuring that staff are kept fully up-to-date and are able to provide additional information as required. An enhanced incident list allows staff to customise how they view incidents by simply dragging and dropping to sort or group by many different criteria including category, status and priority.

#### Intelligent user registration

Self registration functionality allows staff to register online to use the Self Service Portal. This process can be fully automatic, recognising the domain from their e-mail address and automatically determining the optimum configuration for them. Alternatively this process can include steps for the registration to be confirmed by the support desk operators.

#### Browser Support

Compatibility with industry standard web browsers including Microsoft internet Explorer and Mozilla Firefox to allow access from diverse clients across local networks and the internet.

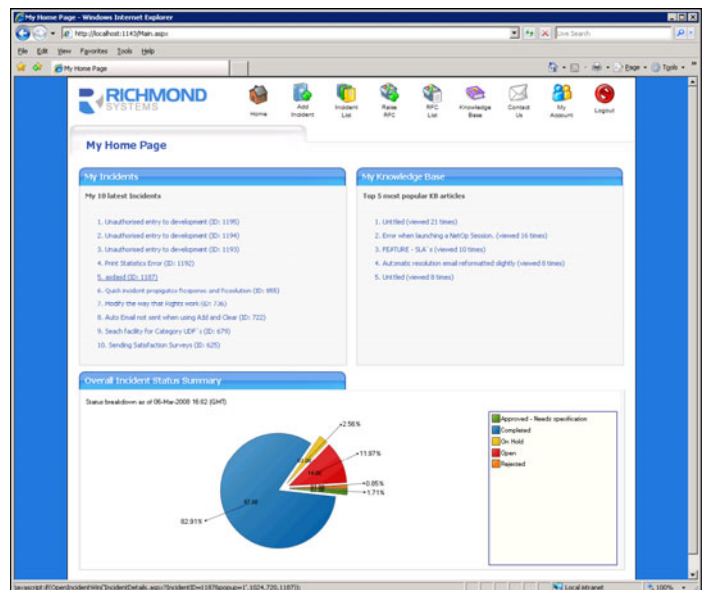
#### Fully Configurable Solution

The Self Service Portal is a highly configurable solution designed to meet the specific support requirements of diverse departmental needs for both internal and external staff.

Each registered user of the Self-Service Portal is assigned to a user group and inherits the configuration defined for that group.

These user groups reflect the individual needs of different external staff or internal departments.

Educational establishments can encourage departments to log incidents via the web by ensuring the interface is appropriate to the experience and requirements of each staff member.



Configuration can be performed in-house, by the help desk team, creating a bespoke look and feel to the interface using a combination of system options, templates and style sheets.

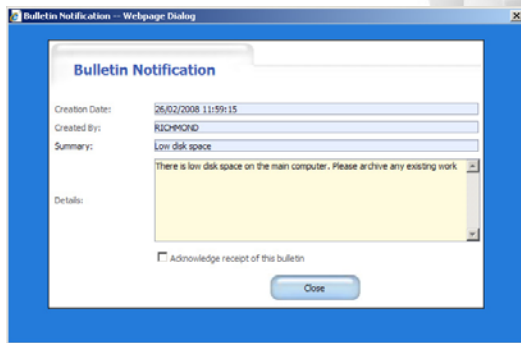
This provides the capability to modify the process, layout, logos, colour schemes, buttons and fonts making each groups experience unique to them. This approach is extremely powerful whilst being easy to setup, use and maintain.

## Adaptable user experience

The functionality and look and feel are all adaptable for specific groups depending on the needs of the target audience and the level of sophistication required.

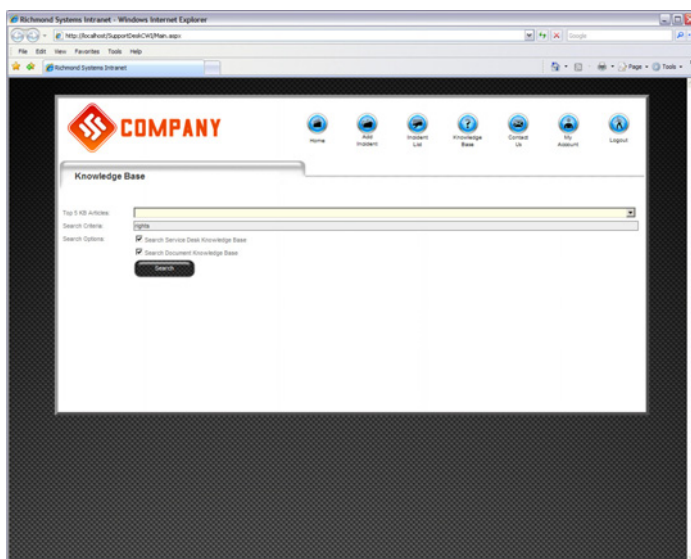
## Bulletins

Bespoke bulletins can notify staff of ongoing and planned activities thereby keeping them informed, raising service satisfaction and reducing unnecessary contact with the help desk.



## Knowledge Base

Personalised knowledge bases empower staff to find answers to their questions giving them the satisfaction of solving their own incidents without tying up service desk resources. A library of online resources consisting of HTML, Microsoft Office™, PDF or other file formats can be built up and queried for information on a specific incident.



## Scalability

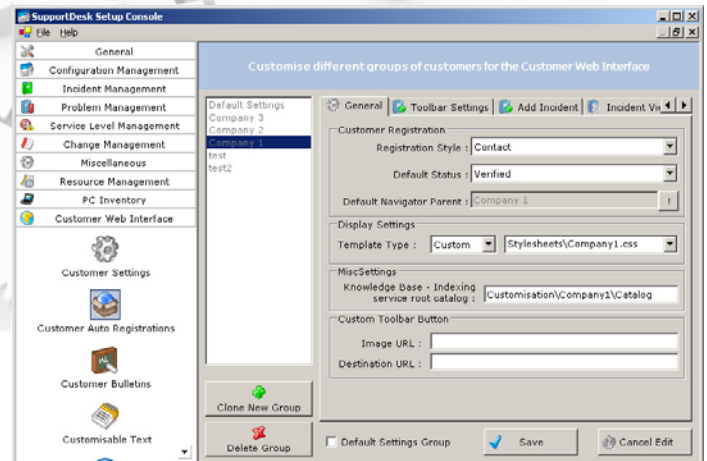
Best practice architecture based on .NET and Microsoft IIS platforms provides a scalable solution capable of supporting multiple concurrent sessions ideal for internal support as well as multi client service desks.

## Proven Multi Channel Incident Management

The Self Service Portal is fully integrated with Richmond SupportDesk ensuring a centrally managed solution with all staff member interaction visible to required members of the support team.

## Change management

Staff can view existing Requests for Change (RFC) that have been approved and can raise new requests.



The content of forms and functionality available to different groups is defined through selecting options within the Setup Console. This includes the definition of user defined fields (UDFs), default values and bespoke dialogues.

Advanced users can have greater capabilities allowing managers for example to monitor the status of all incidents raised within their department.

## System Requirements

### Richmond SupportDesk Self Service Portal for Education (web server requirements)

- Windows™ 2000, XP, 2003
- Pentium class PC (1000 Mhz or higher recommended)
- Internet Information Services (IIS) v5 or higher
- Minimum 512 Mb RAM
- Minimum 100 Mb disk space required

### Recommended client browser requirements

- Microsoft Internet Explorer 7.0 or higher
- Mozilla Firefox 2.0 or higher