



# LANDPARK HELPDESK

For more information  
on Landpark Helpdesk

Call us: (33) 2 43 46 53 67 / [contact@cerus.net](mailto:contact@cerus.net)

## LANDPARK HELPDESK HELPS YOU ACHIEVE OPTIMAL TECHNICAL SUPPORT

Increase responsive-  
ness by setting up your  
Helpdesk

Quickly reduce support  
costs

Optimize incident  
resolution steps and  
troubleshooting

Extend your Helpdesk  
to your entire corporate  
infrastructure

Efficient response  
to requests made  
by your employees

Greater efficiency  
at the lowest cost

Landpark Helpdesk  
is an evolving tool that  
will match your  
expectations



Increase responsiveness by establishing  
your Helpdesk team.  
Incident resolution management extended  
more widely to the entire infrastructure  
of your company (purchase requests  
consumables non-IT items, etc ...).  
Choose the helpdesk tool that is tailored  
to your needs with a rapid, low-cost  
implementation.

### ► Requests directly made by users:

- Tree search with problem-related keywords,
- Ability to attach files or forms to request.

### ► Requests made on behalf of users:

- Objects linked to the user,
- Change priorities according to access rights,
- Attach files to requests.

### ► Requests made by email:

- Several types of email templates containing free text or optional variables can be set up and received by Landpark Helpdesk.

### ► Automated scheduling:

- The automated scheduling feature allows you to assign one or more technicians to a given request type,
- Tickets that are marked for automated scheduling are automatically assigned to the right technician.

### ► List of tickets by status:

- Displays the expected lead time, the opening time and processing time when closed,
- Problems and related solutions.
- Remote control.

### ► Technician Schedule:

- Technician schedule, Technical group schedule or suppliers with recurring tasks,
- Schedule can be exported to Outlook,
- Calendar views by day, week or month.

### ► Predefined messages are sent according to event types:

- Messages are automatically sent via email depending on the event,
- Possibility of forwarding messages to newsgroups.

### ► Closing the ticket:

- Ability to specify a resolution type and an action type when closing,
- Ability to suspend the ticket, mark it for callback or escalation,
- Report is fed to the knowledge base,
- Detailed ticket history.

### ► Searching for a solution:

- To provide users with a basic (level 1) knowledge base,
- To provide support teams with a technical (level 2) knowledge base,
- Attach solutions and related forms to help users and technicians.

### ► Searching for objects that are associated with each user:

- Access all the computer objects or non IT objects with their details linked to each user, as well as detailed request history.

### ► Searching for objects in your database:

- Complete search for IT or non-IT objects using the Landpark Manager database, returning detailed object information.

### ► Memos and alerts for overdue tickets:

- Alert by memo or by email alarm for overdue tickets,
- Suspension or reassignment of tickets to other support technicians.

### ► Ticket history:

- By keyword, by status, by technician or supplier, etc. in the solution or equipment tree,
- Full ticket details can be exported to Excel.

### ► Queries:

- Predefined SQL queries exportable to Excel.

### ► Statistics:

- Uses predefined templates. The statistics are exportable to various formats.

### ► Polls and surveys:

- Feedback polls,
- User surveys.



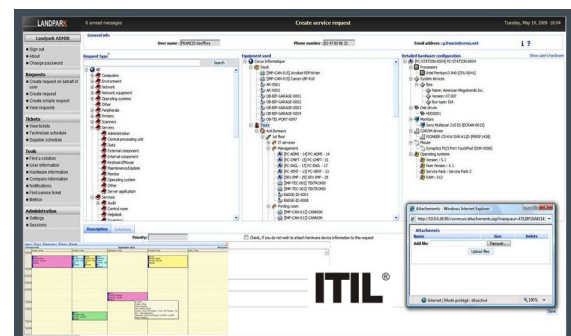
For more information  
on Landpark Helpdesk

Call us: (33) 2 43 46 53 67 / [contact@cerus.net](mailto:contact@cerus.net)

La Couetterie  
72500 Beaumont Pied de Boeuf  
France  
Téléphone : 02 43 46 53 67  
Email : [contact@cerus.net](mailto:contact@cerus.net)  
<http://www.landparksoftware.com>

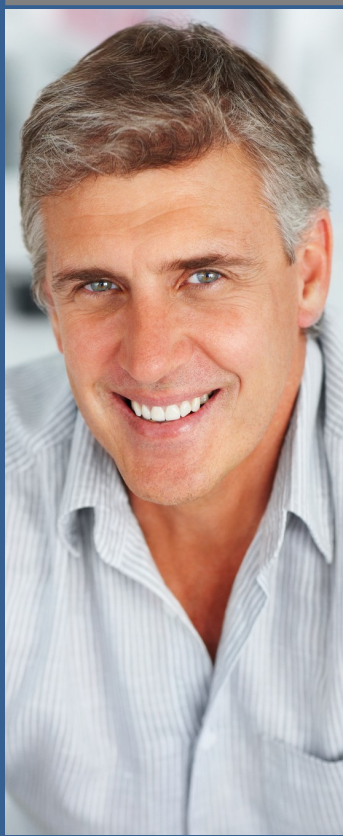


Increase your reactivity  
by deploying your ITIL Service Desk



## ISSUE TRACKING SOFTWARE

LANDPARK HELPDESK CAN EFFECTIVELY MANAGE YOUR TECHNICAL SUPPORT



**LANDPARK  
HELPDESK IS AN  
INDISPENSABLE  
TOOL FOR YOUR  
TECHNICAL TEAM**

**LANDPARK  
HELPDESK WILL  
HELP YOU AT THE  
LOWEST COST**

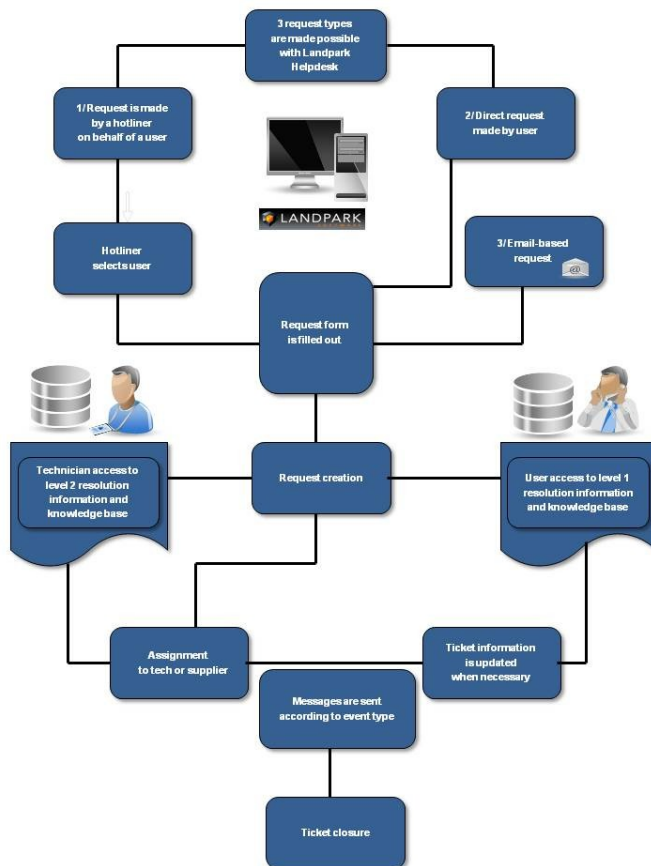


La Couetterie  
72500 Beaumont Pied de Boeuf  
France  
Téléphone : 02 43 46 53 67  
Email : [contact@cerus.net](mailto:contact@cerus.net)  
<http://www.landparksoftware.com>

# LANDPARK HELPDESK

For more information  
on Landpark Helpdesk

Call us: (33) 2 43 46 53 67 / [contact@cerus.net](mailto:contact@cerus.net)



Landpark Helpdesk allows you to organize real-time automatic transfer of any request for assistance to the support center - to enable you to optimize incident resolution steps and troubleshooting.

Your technical support team will handle their schedule in real-time and better manage their technical operations across different sites.

By optimizing the processing of requests and reducing the number of user calls your technical support team will be able to optimize its work by focusing on more complex problems.

Accessible to your entire staff, it allows your technical team to streamline all your processes by providing an effective response to all requests.

## ► Automated escalation:

- Automated escalation allow certain types of requests to be related to other requests in order to undergo an escalation,
- The chaining of problems is not limited to two types of problems: you can link as many types of problems as you wish. You can for instance specify that a request for printer cartridges should be linked and escalated to a request for paper.

## ► Project management:

- Allows you to keep track of your ongoing projects. Projects can be assigned to specific locations,
- Project tasks can be dispatched to different user groups and are displayed in a Gantt chart.

## ► Technicians management:

- Schedule and skills management in terms of incident resolution.

## ► Managing groups of technicians:

- Management by geographical groups or skill groups.

## ► Absence management:

- With immediate view of schedule.

## ► Priority Management:

- Priorities are assigned to organizations / locations.

## ► Problems and solutions settings:

- With files, links and attached forms,
- Lead time, priority and keywords,
- Assignment to technician responsible for solving the problem.

## ► Ticket code settings:

- With a resolution type that can be assigned to an organization and possible action type.

## ► Preferences:

- Email alerts for overdue requests, default schedule view, schedule overbooking and backdating, permission to schedule ticket operations prior to their date of creation.

## ► Access rights:

- Immediate support to help you set up helpdesk permissions.

## ► Company profile settings:

- Quickly configure various settings from a dashboard.

## ► Activate display filters when users make requests:

- To filter the types of requests that a user can display in various treeviews according to his/her profile, upon sending a request (e.g display only computer support requests, or requests for consumables, etc.).

