

ISSUE-TRACKING SOFTWARE INCREASE YOUR REACTIVITY BY DEPLOYING YOUR SERVICE DESK

Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

LANDPARK HELPDESK



LANDPARK HELPDESK

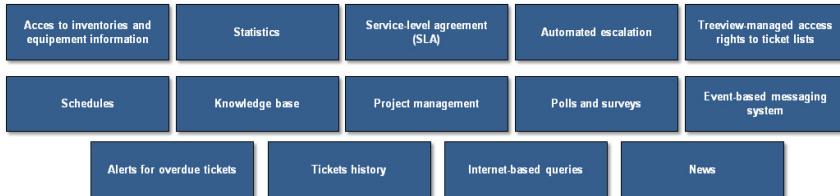
helps you manage service requests efficiently



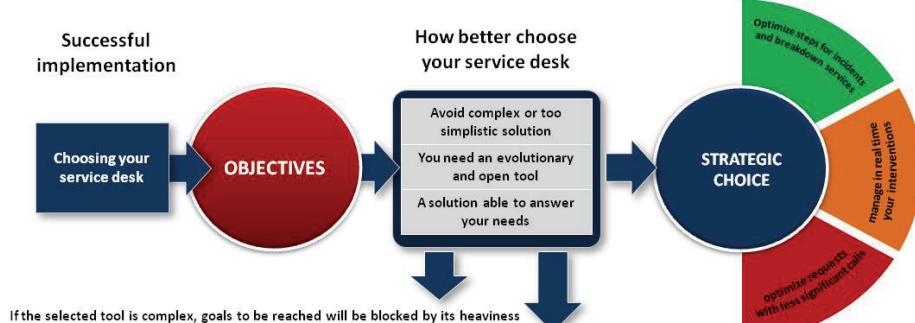
- Request made by a hotliner on behalf of a user
- Request directly made by user
- Email-based requests



Landpark Helpdesk, an efficient solution for better control of your technical support infrastructure



Why choosing Landpark Helpdesk as the essential tool for your service desk



 Landpark Helpdesk allows you to organize in real time the automatic transfer to your support center of any request for better control and to optimize the steps for incidents and breakdown services. Profiting from a long experience with a very great number of companies, our solutions are able to answer your needs.

« Increase your reactivity by deploying your service desk with Landpark Helpdesk extended more largely to your company complete infrastructure. Landpark Helpdesk - a full solution allowing you to manage any request, any change, any intervention and technical support - can quickly help you to reduce costs ... »

Landpark Helpdesk

- Automatic affectation
- Validation chains
- Schedules
- Predefined messages according events
- Memos and alerts
- Knowledge base
- Research on tickets history
- Queries
- Statistics
- Surveys and polls
- Feedback questionnaire
- Automated escalation
- Workflow / project management

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Landpark Helpdesk

Issue-tracking software - increase your reactivity by deploying your service desk with Landpark Helpdesk



INCREASE YOUR REACTIVITY BY DEPLOYING A HELPDESK SYSTEM

All the technical data collected by Landpark Inventory - all data analyzes incorporated in Landpark Manager, your IT asset management system - all this information must finally enable you to set up the helpdesk service best appropriate for your company. Being interfaced with your incidents and configurations database in order to help your helpdesk team to support users, your goals now is to find fast solutions to increase your company's productivity.

A helpdesk management extended more largely to your company complete infrastructure.

The notion of the helpdesk can be much broader and must enable you to support other technical equipment (telephony, office needs, car management, etc...) : who currently solves technical problems from a simple Access base or from an Excel file? Landpark Helpdesk enables you to effectively carry out your support management on your material as well as on your software and brings you a perfect economic control. Compare for example the cost of the people assigned to the support user with the profit of productivity obtained by the reduction of the unavailability of your Pc's. The choice of a efficient helpdesk software is justified if a person does not arrive any more to ensure data-processing maintenance. In terms of investment returns, savings are very quickly visible.

Landpark Helpdesk is located in the center of your data processing management systems.

It is essential to make communicate through Internet information from materials, networks and software's inventories. Landpark Helpdesk makes cooperate all information through your various sites and brings you services managing your interventions, whatever the workload of your technical support. While optimizing your users support with less significant number of calls, your technical support team will be able to optimize its work while concentrating on more complex problems. It is essential to make communicate through Internet information from materials, networks and software's inventories. Landpark Helpdesk makes cooperate all information through your various sites and brings you services managing your interventions, whatever the workload of your technical support. While optimizing your users support with less significant number of calls, your technical support team will be able to optimize its work while concentrating on the more complex problems.

A strategic choice for better user support.

100% Navigator Landpark Helpdesk brings you an effective tool for helpdesk management and resolution of incidents. Starting from 50 users, Landpark Helpdesk provides you the ideal tool to help rapidly your technical support.

Landpark Helpdesk effectively contributes thus to reduce and your helpdesk costs, and the total cost of exploitation of your workstations.



**Landpark Helpdesk is
the ideal issue-tracking
software for your sup-
port team**

**While optimizing your
users support with less
significant number
of calls your technical
support team will be
able to optimize its work
while concentrating
on more complex
problems**



LANDPARK HELPDESK - CHOOSE THE BEST ADAPTED HELPDESK TOOL

- Request directly made by users:
 - Tree search with problem-related keywords,
 - Ability to attach files or forms to request.
- Request made on behalf of users:
 - Objects linked to the user,
 - Change priorities according to access rights,
 - Attach files to requests.
- Request made by emails:
 - Several types of email templates (with LandPark HelpMail) 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 or supplier.
- Searching 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 schedules:
 - 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 items that are associated with each user:
 - Access all the computer items or Non-IT items with their details linked to each user, as well as detailed request history.
- Searching for items in your database:
 - Complete search for IT or Non-IT items 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 or suppliers.
- 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.



With Landpark Helpdesk you will be able to respond to an increasing number of requests without having to increase your technical support teams



- Statistics:
 - Uses predefined templates.
 - Statistics are exportable to various formats.
- Polls and surveys:
 - Feedback polls,
 - User surveys.
- 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 the 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 or supplier 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 from us 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.).
- News Settings:
 - News can be assigned to categories by posting announcements in Landpark Helpdesk's main menu.



LANDPARK HELPDESK CAN QUICKLY HELP YOU TO REDUCE COSTS

Our technology will bring to users and administrators an efficient technical support, consequently allowing you a better management and a maximum visibility. Without any software to be installed, you can consult any equipment through the Internet: incidents management, support and requests management, management in term of contracts associated with your equipment, analyzes in real time of your needs, statistics by nature and cause, etc... You will be able to reach desired information: equipment identification and their technical compositions collected through the inventory, identification of all the software installed, access to the knowledge database, etc...

Landpark Helpdesk enables you to manage with effectiveness your users support. It is essential to make communicate through Internet all your information. Landpark Helpdesk positions itself like the new reference as regards to a total management of your data-processing systems. Its simple and intuitive use allows fast implementation and immediate adhesion on behalf of your users.

Your administrators and your technical support teams must know with precision information processing systems which they manage in a daily way:

- Installation/reinstallation of material and software,
- Configuration, technical problems and breakdown services,
- Users support.

Often confronted with an increasingly complex environment and often on distant sites, Landpark Helpdesk offers a solution enabling to manage effectively each change, each intervention and each technical support. This true support center is entirely accessible by Internet and offers you the possibility to organize:

- The automatic transfer to your technical support of any request,
- A management of those requests according to several qualification levels, together with maximum deadlines for answers or procedures according to their type and allowing to optimize resolutions,
- A better management of your personal movements,
- An immediate consultation of the material descriptions, software and licenses installed, guarantee or maintenance contracts,
- A dynamic management of your needs.

LANDPARK HELPDESK - A FULL SOLUTION ALLOWING YOU TO MANAGE ANY REQUEST, ANY CHANGE, ANY INTERVENTION AND TECHNICAL SUPPORT

This efficient support center is entirely accessible through the Internet and allows you to manage your users and your computers. Landpark Helpdesk is a multi-company tool and makes it possible according to parameter settings to share all information from your data processing systems - or on the contrary - to control access to information in order to have your support teams to work in a completely autonomous way.

Landpark Helpdesk will make it possible for your users to send automatically their requests for assistance to the support center. This request can be extremely precised and point out to concerned material and software





Landpark Helpdesk brings a maximum visibility and operates a better control of your personal movement through various locations



The request must be validated either by the service of Hot-Line, or by a person in charge. The goal being to filter the real request for intervention of that not requiring technician intervention. Accessible 24 hours a day, Landpark Helpdesk makes it possible each one of your users to reach your support. Thanks to our technology, it will be then easy for them to send their requests and to follow up in real time their resolution.

The software interface through the Internet makes it possible to take into account any request and this from any Pc station. The technician can constantly:

- Consult a database for recurring problems and advises,
- Consult materials configuration during its intervention,
- Bring new modifications (interventions, length, resolutions,...),
- Update in real time the database.

The technical support can then manage requests, who will be in charge for resolving this intervention according to several qualification levels, together with deadlines or procedures to be observed in order to optimize different steps of resolutions. Landpark Helpdesk brings a maximum visibility and operates a better control of your personal movement through various locations.

Once the request will be assigned to a technician, a message (time necessary, name of the person in charge for resolving the problem, follow-up of the file...) is automatically sent through email. Users can then have an immediate vision of their problem and will know progress concerning its resolution.

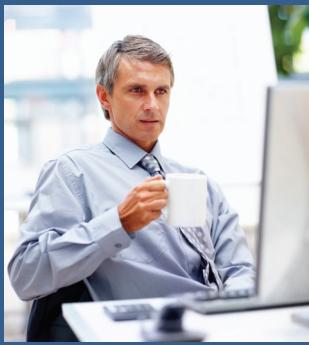
Landpark Helpdesk makes it possible moreover to your technical support team to visualize inventories and to reach centralized data information in order to operate an immediate consultation:

- Material descriptions,
- Installed software and licenses,
- Guarantee and maintenance contracts,
- Suppliers information's,
- A dynamic managing for your needs.

To be more effective, Landpark Helpdesk constantly enables you to consult the entire requests for control and corresponding answers, this by bringing answers having already been treated. Moreover, Landpark Helpdesk constantly enables you to consult daily, weekly or monthly technicians planning. Landpark Helpdesk also allows submitting requests to suppliers, having their own planning. A request may be attached to a problem into the database which must contain several types of information:

- The definition by family of the encountered problem along with its solutions,
- Timing assigned to the resolution of this problem,
- Priority affected to the intervention according to the selected problem,
- The definition by key word and fast research by wording,
- The description of the problem,
- The affection of this problem to a technician or a group of technicians.

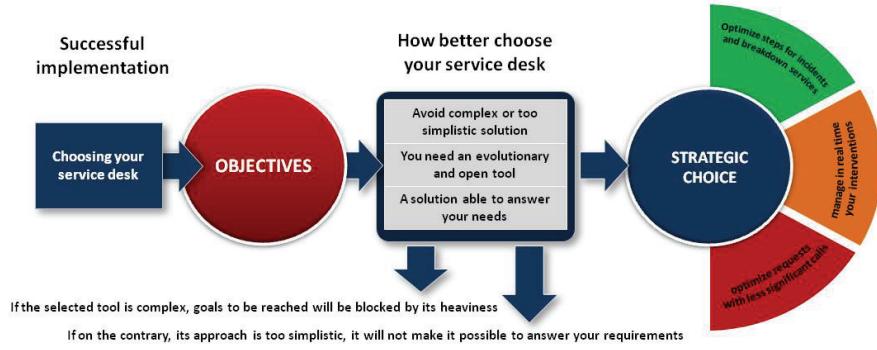
Once you have organized your databases, you can give or not to users access to your recurring problems and resolution database and brings them immediately advices in order to solve by themselves several problems instead of submitting them to your helpdesk.



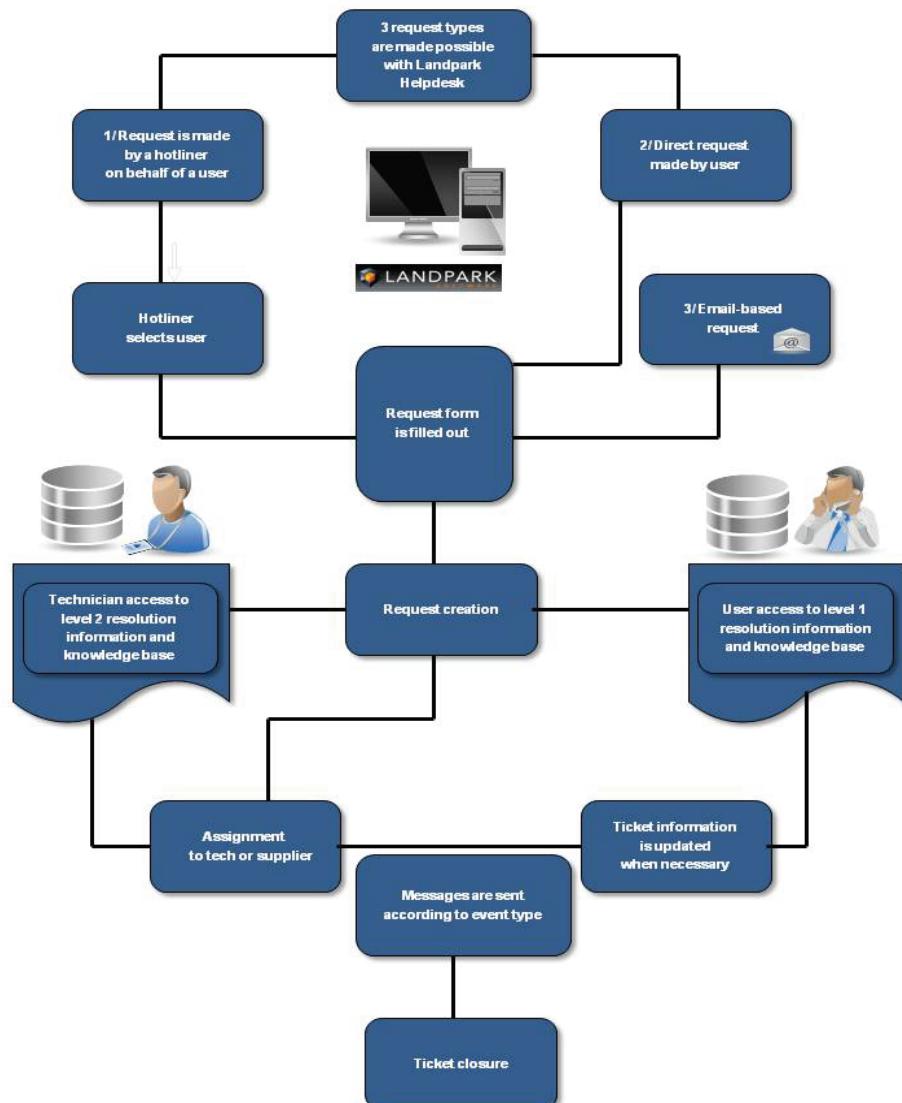
Landpark Helpdesk helps you manage service requests efficiently



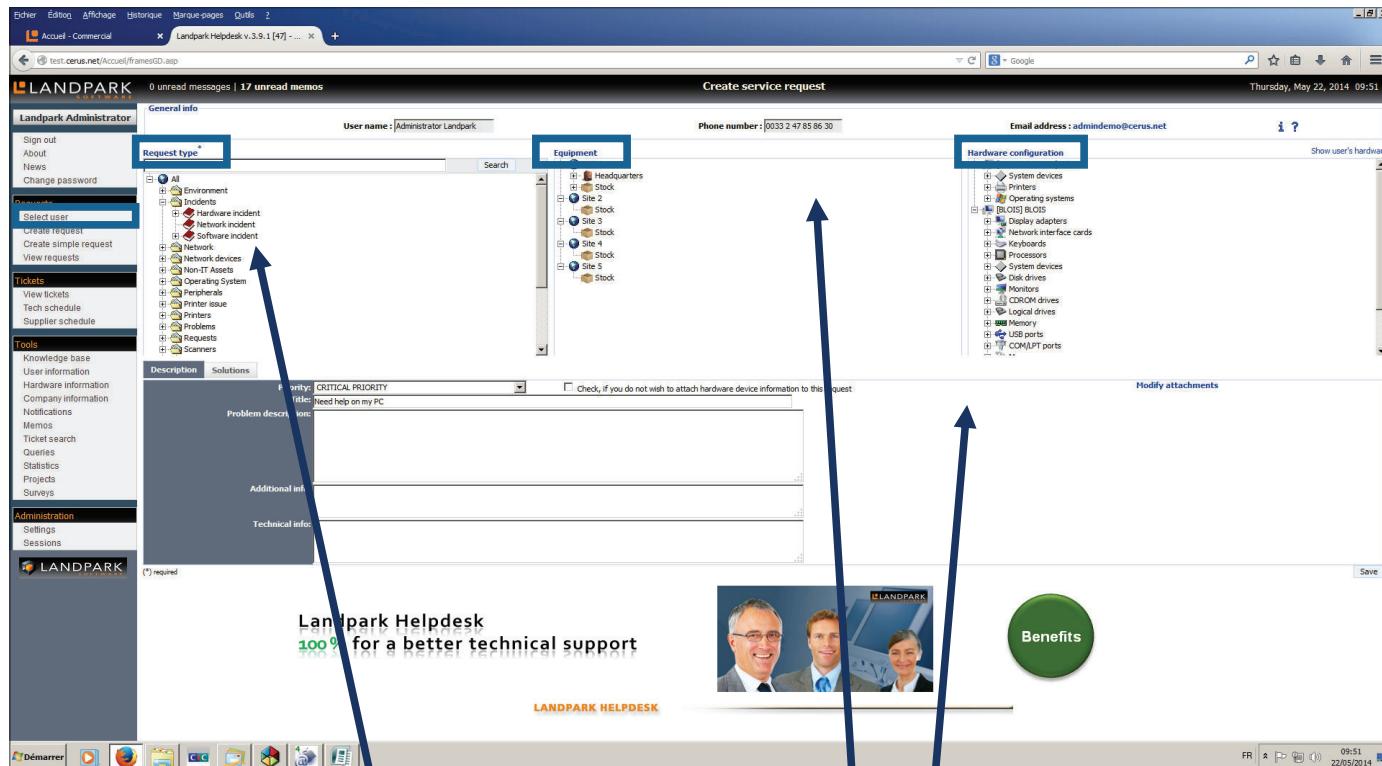
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REQUESTS MADE ON BEHALF OF USERS (CASE N° 1)



Tickets that can be more precised about the nature of the problem, the concerned equipment and the technical details of the equipment



A request may be attached to a user and should contain several types of information:

- **Problem:** selection of the problem (mandatory).
- **Affected material:** this TreeView provides a list of all inventoried equipment and their respective location (useful if the user calls for a PC other than the one assigned to him).
- **Detailed material:** this TreeView displays the components of the selected item. By default, this window displays a list of items that are assigned to the user.
- **Description:** free zone containing information / details about the problem.
- **Details:** free zone for comments and clarifications.
- **Attachments:** You can attach one or more files attached to this request.

- **Priority:** priority assigned to the request according to the selected problem or changed by Hotliners.
- Checkbox: no location is desired / allow to not connect the material and its location to a request. An icon provides access to the information of the PC belonging to the user.
- All the data displayed in Landpark Helpdesk are shown into the information screen of the user requesting.
- This results in the creation of a request for assistance and not a ticket. This avoids congestion of the tickets by unjustified requests.

IDENTIFICATION OF THE USER (CASE N°1)

**Complete information
on all items related
to your employees**



► This screen allows the identification of the user by selecting him in the list if he is a person contained in the users database, or by entering the necessary information about him if this user is not recorded.

In this case, you will have to specify his location into the TreeView service location.

► A selection of the company to which he belongs is possible from the ComboBox in the header.

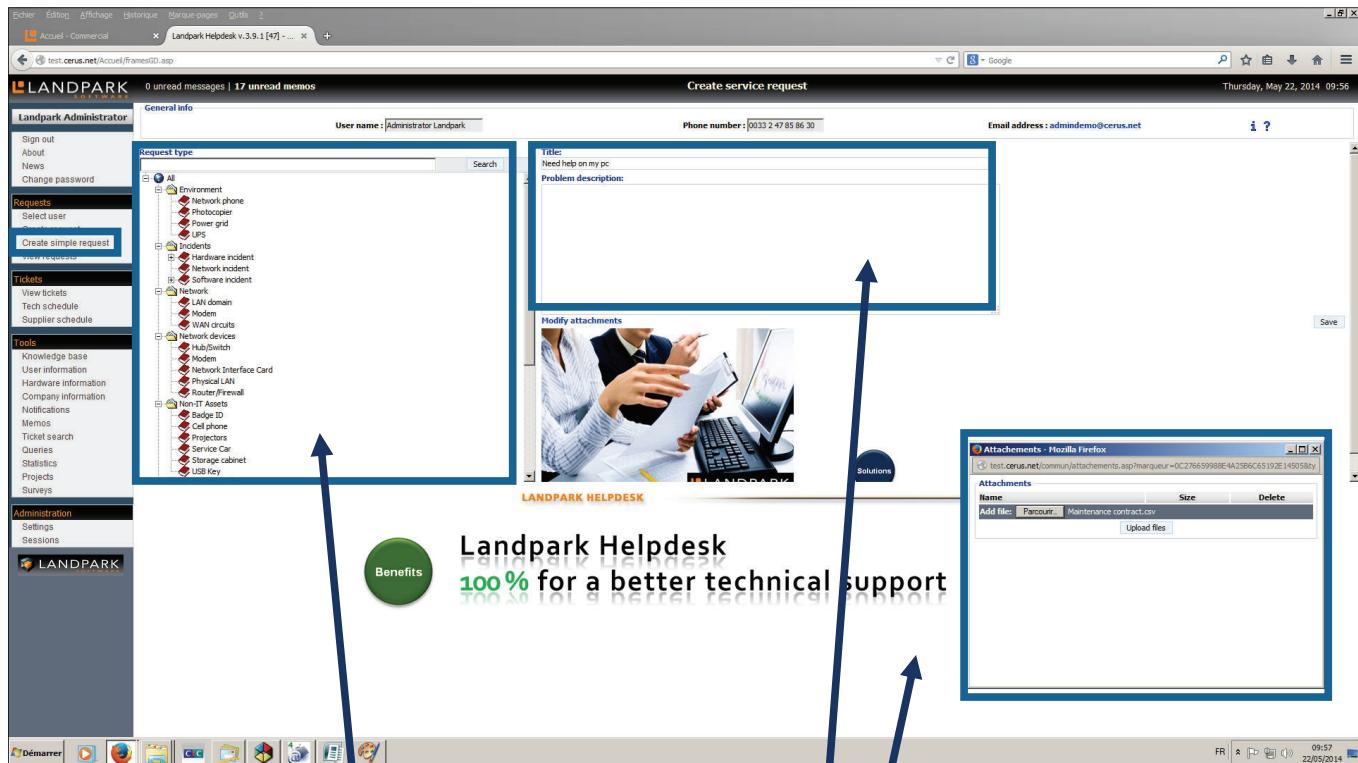
ComboBox that contains a list of companies related to the profile of the person connected.

This list will contain only users of the identified company.

► A search by name, phone, position is proposed to save time.

► If the user wants to create a request of its own, he goes straight to the screen of next step (case # 2). The Caller ID is automatic.

REQUEST DIRECTLY MADE BY USERS (CASE N°2)



**A service desk easy
to use with a friendly
user interface**



A request may be sent directly by the user with limited rights. He is required to complete:

► **Problem:** selection of the problem (mandatory).

The user may also, if desired complete:

► **Description:** free zone containing information / details about the problem.

► **Attachments:** the user can attach one or more files attached to this request.

In any case, the user can not change the priority assigned to this request.

► **Automatic assignment:** assignment of a request compared to a skill. In addition, when assigning a ticket technicians able to take in charge this type of ticket are shown in blue color.

► **Automated escalation:** escalation in the concept of the distribution of tasks or tickets is available (cf. task 1 = PC installation, then task 2 = software installation, then task 3 = network installation, etc ...).

► **Workflow:** this notion is also available to handle long-running tasks and to inform the user regarding the progress and the level of the resolution of the project.

REQUEST MADE BY AN EMAIL (CASE N°3)



Landpark HelpMail
allows you to receive
your emails into the
list of requests, in
order to manage them
more effectively
through Landpark
Helpdesk



Landpark HelpMail Landpark HelpMail allows emails to be sent in the list of requests of Landpark Helpdesk

The Landpark HelpMail service allows to create a request/demand in Landpark Helpdesk from sending an email.

Landpark HelpMail Param is a tool that makes it easy to edit options files settings of Landpark HelpMail. It allows to configure:

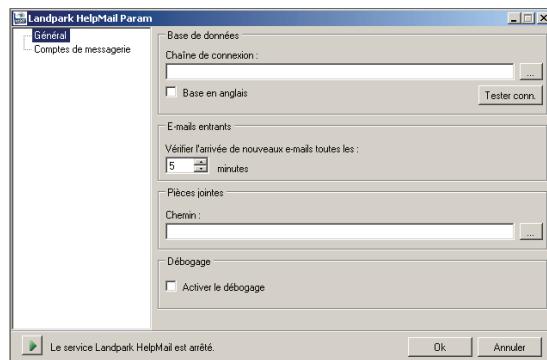
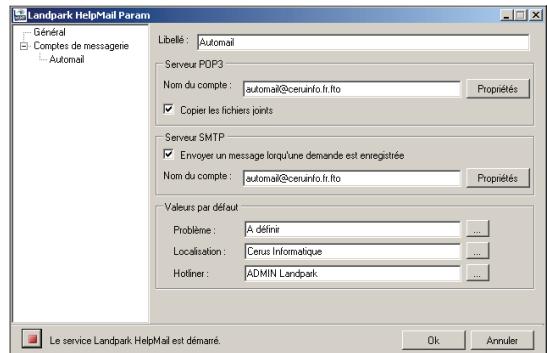
- ▶ The connection string to the Landpark database,
- ▶ Defaults values to be used if they can not be deduced from the email,
- ▶ Settings of the mail server,
- ▶ Settings of Landpark HelpMail service.

Landpark HelpMail also allows to start and stop the Landpark HelpMail service easily. Note that it is preferable to associate with the Landpark HelpMail service a user with rights to write to the event log file, this in order to log eventually a malfunction of the application.

Two types of e-mail are currently managed by the application:

▶ **Standard emails:** a standard email is a simple e-mail that the user send. In this case the content of the email is fully included in the description field of the request when received into Landpark Helpdesk. If the sender of the email is already an identified user into Landpark Helpdesk, then he will be defined as the requester. For the problem and the location associated with the request, default values will be used.

▶ **Types emails:** types emails are emails in which we defined tags and where various fields of the request are to be filled. The text between the opening tag and the closing tag will be associated with the corresponding field. Tags currently supported by the application are:



```
<nomDemandeur></nomDemandeur>
<prenomDemandeur></prenomDemandeur>
<telDemandeur></telDemandeur>
<emailDemandeur></emailDemandeur>
<probleme></probleme>
<nomLocalisation></nomLocalisation>
<description></description>
<precisions></precisions>
<infotech></infotech>
```

Tags about the user may be used to create a request for a non-identified user. If an item in a tag can not be identified in the database then the default value will be used.

It is not recommended to mix in an email containing parts tags and parts containing portions of text.

TICKETS IN PROGRESS

The screenshot shows the Landpark Helpdesk interface. On the left, a sidebar menu includes options like Sign out, About, News, Change password, Requests, Tools, Administration, and a section for LANDPARK. The main area displays a list of 'Service tickets' with columns for ID, Date, Title, Name, Priority, Assigned to, User, Company, and Status. A specific ticket, INT103, is selected, showing details such as 'Printer jam' as the problem, 'Hardware incident' as the cause, and 'Urgent priority'. The ticket details pane shows the creation date (21/07/11 12:14), user (Administrator), and various status fields. A green circle labeled 'Benefits' is overlaid on the interface.

Tickets are assignable either internally to a technician or group of technicians from your company or externally to a supplier



- After its creation (case # 1), the request must be validated either by the hotline team or by a manager. The goal is to filter the actual request from those not requiring the intervention of a technician.
- This list provides the ability to search a ticket according to several criteria (code user name, date, text, ...). Depending on the request status, some data can be modified or not.
- Once validated, a request can no longer be changed and generates a ticket. At this level, the life cycle of the ticket operation begins.
- A processing date limit is calculated based on the priority of the ticket.

If the date limit of the ticket is exceeded an alarm is activated and accessible in the memo menu for the hotliner responsible and sent too by email.

- When viewing the ticket and according to its status, possibilities will be offered such as planning, scheduling cancellation, ticket cancellation, writing the ticket report, viewing problem and its solutions (possibility to create a new solution), and viewing ticket history.

An access to user information and to the original ticket is proposed.

- When assigning the ticket to a planning, two options available: either internally to a technician or group of technicians of your company or externally to a supplier.

AUTOMATIC AFFECTATION TO PLANNING

The diagram illustrates the workflow for automatic assignment:

- Automated scheduling screen:** Shows a list of incidents (e.g., Printer jam) and a configuration panel for assigning technicians (Boyd Jim), tech groups, and suppliers. It includes a limit field and a save button.
- Keyboard graphic:** Features three green keys labeled "Qualité", "Service", and "Fiabilité" with checkmarks, symbolizing quality, service, and reliability.
- Schedule view:** Displays a daily calendar for Boyd Jim. A red box highlights a slot from 10:10 AM to 10:40 AM, indicating the assigned time for a printer problem.
- Ticket list:** Shows a list of tickets (e.g., INT105, INT106, INT107, INT108, INT109, INT110, INT111, INT112, INT113, INT114, INT115) with their details, including priority and assignee.
- LANDPARK HELPDESK interface:** Shows a ticket detail page for INT135, including fields for title, description, and attachments.



► This feature allows you to automatically planify interventions when validated. Automatic assignments are made for this type of ticket, that is to say that for a given type of ticket, we assign it automatically to a specific technician.

► Thus, this screen shows the setting for automatic assignment that was assigned to Jim Boyd for « printer jam » ticket . This means that any ticket « printer jam » may be automatically assigned to Jim Boyd.

► In order not to overload the planning of a technician, you can specify a threshold above which the intervention will not be automatically scheduled.

► In addition, to allow a sufficient period of time between the ticket validation and its automatic assignment, we can specify a delay between the first availability of the technician and the automatic assignment.

► In the list of tickets, any application susceptible to be affected / automatically scheduled, will be indicated by an icon.

VALIDATION CHAINS

Approval workflows

Request Types

- All
- Environment
- Incidents
- Network
- Network devices
- Non-IT Assets
- Operating System
- Peripherals
- Printer issue
- Printers
- Problems
- Requests
- Scanners
- Servers
- Service contracts
 - Service contracts**
 - Service requests
 - Budget request**
 - New computer request
 - New printer request
- Services
- Software
- Work environment
- Workstations

Company
Site 1

Users
Bauer Jim Show techs only
[Add](#)

Selected request type: Budget request

Approvers

Doe Jane	Bauer Jim
----------	-----------

[Save](#) [Delete](#)



► In addition to the existing validation step for a request, Landpark Helpdesk provides the ability to create validation chains process, that is to say, we may specify the persons responsible for the validation of a request of a certain type.

► In the example above, we have set a validation process to ensure that any request type 'budget request' is validated by 2 persons that appears in this list. These two persons will accept and validate this 'budget request'.

► Whenever one of these people validate the request, an email notification is sent to the next person called to validate the next step. In our previous example, when the second person approves the request, it is finally validated and thus triggers the creation of an intervention.

VIEW ALL YOUR TICKETS IN PROGRESS

Open: intervention following a validated request and must be assigned to a technician, a group of technicians or a supplier

Scheduled: assigned to treatment response

On hold: Intervention suspended in its treatment

Closed: closed ticket

Resumed: closed ticket but requires verification of proper operation

Cancelled: Intervention finally canceled but to keep for your analyzes and statistics

Confirmed: This level is validated through monitoring the helpdesk activity where different actors or companies are responsible or concerned for monitoring and validate tickets

The screenshot shows a web-based helpdesk system with a navigation bar at the top. Below it is a search bar and a menu with options like 'Sign out', 'About', 'News', 'Change password', 'Requests', 'Tickets', 'Tools', and 'Administration'. The main area displays a table of 'Service tickets' with columns for 'Name', 'Priority', 'Assigned to', 'User', 'Company', 'Status', and 'Last update'. A filter bar at the top of the table allows selecting ticket types: Open, Scheduled, On hold, Closed, Resumed, Cancelled, Confirmed, or All. Several tickets are listed, each with a detailed view button. A green circle labeled 'Benefits' is positioned near the ticket details.

Data	Problem and related solutions	Report	Equipment	Contracts	Impact	History
Warranties						
Device Poste	ID CONT-GAR-01	Reference number CONT-GAR-01	Supplier Del Computers Inc.	Maintenance operation type Repair shop	Delay (change) 48 hours	Start date 4/11/2010
Maintenance contracts						Expires 4/10/2018
Device Poste	ID CONT-MANT-01	Reference number CONT-MANT-01	Supplier Del Computers Inc.	Maintenance operation type On site	Delay (change) 24 hours	Start date 6/19/2010
Loan agreements						Expires 12/19/2018
Device	ID	Reference number	Receiver	City	Start date	Expires

Alert level contracts: a new tab 'Contracts' has been added and allows to see all contracts that have been expired and related to hardware/software attached to this ticket.



DETAILED VIEW OF TICKETS IN PROGRESS



Data: request details

Problem and related solutions : associated with this type of request with attachments

ID	User	Problem	Location
INT103	Administrator	Printer jam	Site 1
INT104		Error message #3312	
INT105		Error printing	
INT106		Network failure	
INT107		Network incident	
INT108		Office equipment	
INT109		Printer breakdown	
INT110		Printer issue	
INT111		Printer jam	
INT112		Printer problem	
INT113		Power supply	
INT114		Software bug	

Report: established when closing the ticket by the technician in charge (can be recorded too as a new solution)

History of the ticket

Estimated time

Mean time on this type of ticket

Travel time

Total time

Task duration

Remote control

Equipment: related along with the request

Contracts related to material : with alerts when overdue.

Measuring equipment incidents impact on users: this feature allows technician to see which users are affected too by a request already sent. Technicians may send notification by email.



TECHNICIANS AND SUPPLIERS SCHEDULES

Recurrence

Recurrence:

- None
- Daily
- Weekly
- Monthly
- Yearly

Description: Software won't install properly
 but other occurrences
 from date: 23/05/2014

A detailed schedule of all your actions and tickets (technician schedule, technical group schedule suppliers schedule) with calendar views by day, week and month (schedule can be exported to Outlook)

The screenshot shows the Landpark Helpdesk software interface. On the left, there's a sidebar with a 'Recurrence' section and a 'Tickets' section. The main area shows a ticket creation form with fields for 'User', 'Title', 'Request type', 'Location', 'Groups', 'Technicians', 'Start date', 'End date', and 'Recurrence'. Below this is a 'Tickets' section with a 'Tech schedule' button. The central part of the screen is a calendar for May 2014, showing various tickets scheduled throughout the month. A blue box highlights the 'Planning exportable vers Outlook' button in the bottom right corner of the calendar view.

The screen above shows the planning of a ticket.

The scheduler, if there is one, will then choose a day and then select either a group of technicians, one technician or a supplier (according to its skill associated with the type of ticket and a color).

If selected a group, he can assign the ticket to a selected group of technicians (the person in charge of the group may assign it again to one of its technicians).

The ticket will be automatically assigned and taken into account into the technician planning.

Its status « Open » goes to « Scheduled » status.

If the remaining work time is less than the time required for treatment of this ticket, planning will therefore be rejected.

On this screen, authorized persons may:

- ▶ View the daily planning of group of technicians,
- ▶ View the daily planning of a technician with a list of tickets planned during the day,
- ▶ View the 7 days schedule of a technician,
- ▶ View the current month planning of a technician,
- ▶ Schedule, reschedule, cancel planning,
- ▶ Reach the detailed description of the ticket,
- ▶ Assign multiple technicians (internal or external) to the same ticket,
- ▶ Assign to a supplier planning.



PREDEFINED MESSAGES ARE SENT ACCORDING TO EVENT TYPES



The screenshot shows the Landpark Helpdesk software interface. On the left, there's a sidebar with various administrative options like Main menu, Sign out, and Landpark Adminstrator. The main window displays a list of 'Events' such as 'Intervention scheduled', 'Intervention [code_int] scheduled', 'Planning canceled', etc. A large blue box highlights the 'Messages' section where users can define messages for different company locations ('All', 'Site 1', 'Site 2', 'Site 3', 'Site 4'). Another blue box shows 'Sender information' settings. Arrows point from the 'Events' list to the 'Messages' and 'Sender information' sections, indicating how specific events trigger predefined messages. A 'Benefits' button and a small video thumbnail are also visible.

- At each event (request saved, request validated, request canceled, request modified intervention scheduled, planning canceled, intervention suspended, intervention closed intervention cons-fenced, intervention in second call, intervention canceled, intervention modified, intervention requalified), pre-configured messages are emailed automatically to each of the recipients involved, with broadcast copies for managers and the possibility for a same event to broadcast a different message depending on the company / location.

This screenshot shows the 'Host groups' selection screen. On the left, a list of 'Available groups' includes names like BARAL Fabien, BESSIN Noe, BOLET Noe, BRUN Fabrice, DUPOND Eric, DUPONT Christy, DURAND Fabrice, DUROC Oscar, GENTIL Olivier, GEOFFROY Daniel, GUIDOU Daniel, HARANT Jacques. A blue box highlights this list. On the right, a list of 'Selected groups' includes DURAND Fabrice, DUROC Oscar, GENTIL Olivier, and GEOFFROY Daniel. Arrows show the selection process between these two lists. Below the lists, the Landpark Helpdesk logo and slogan are displayed.



ENTERING THE TICKET REPORT



Effective ticket reporting with their type of resolution and their entries in the knowledge base

Resolution type :
what action has been taken to perform this intervention?

Action type :
what action / contract to be used / bill as cost center, etc. to perform this intervention?

The screenshot shows the Landpark Helpdesk software interface. On the left, there's a sidebar with options like 'Sign out', 'About', 'Logout', 'Change password', 'Requests', 'Create user', 'Create simple request', 'View requests', 'View tickets', 'View status', 'Dispatcher schedule', 'Tools', 'Knowledge base', 'User information', 'Hardware information', 'Company information', 'Notifications', 'Tickets', 'Ticket search', 'Queries', 'Statistics', 'Projects', 'Surveys', and 'Administration' (with 'LANDPARK' logo). The main area shows a list of 'Service tickets' with columns for 'Key', 'Type', 'ID', 'Date', 'Title', 'Name', 'Priority', 'Assigned to', 'User', 'Company', and 'Status'. A specific ticket, INT138, is selected, showing details like 'Hardware incident', 'UNDER CONTRACT / IN 4 HOURS', 'Mark Whiteman', 'Administrator', 'Site 1', and 'Scheduled'. Below this, a 'Ticket details' panel shows 'ID: INT138', 'User: Administrator Landpark', 'Problem: Incidents - Hardware incident', 'Location: Site 1 - Headquarters - Main building - Ground floor - Technical operations', and a 'Technical notes' section with a dropdown menu for 'Solution type' (Underlined, Underlined) and 'Type d'action' (MOVEMENT OPERATION, MOVEMENT ON SITE, EQUIPMENT, REMOTE CONTROL). To the right, a 'Ticket details' panel shows 'Priority: UNDER CONTRACT / IN 4 HOURS', 'Hotfix: Administrator Landpark', 'Alert: 2205/14 14:22', and 'Request ID: DMD147'. At the bottom, there are buttons for 'Confirm', 'Escalate', 'Close', 'Suspend', and 'Reason'.

After perform the intervention, technician must enter his report. Several options are then available to him:

- ▶ Enter a note invisible to the user who opened the ticket,
- ▶ Enter the report without changing the status of the intervention, and without changing the date and the actual duration,
- ▶ Close the intervention including the resolution type,
- ▶ Reassign the intervention (creating a new request following the first / the two are linked),
- ▶ Suspend the intervention, specifying the processing deadline for treatment,

▶ Positioning the intervention in fenced, specifying the date to the user who opened the ticket,

- ▶ Classify the intervention into the category of resolution type,
- ▶ Register the report as a new solution into the knowledge base: accessible to all (level 1), only accessible to technicians (level 2),
- ▶ For each action performed or on each event regarding the ticket, an information message is sent by email to the user who opened the ticket.



MEMOS AND ALERTS FOR OVERDUE TICKETS



A screenshot of a web-based helpdesk system. On the left, there's a sidebar with links like 'Sign out', 'About', 'News', 'Change password', 'Requests', 'Tickets', 'Tools', and 'Administration'. Under 'Tickets', 'Memos' is highlighted. In the center, there's a calendar for May 2014 and a list of 'Unread messages | 17 unread memos'. On the right, a large table titled 'Memos' lists various interventions with columns for 'Due', 'Priority', 'Subject', 'Technician', and 'Processed'. A modal window titled 'Add memo' is open, showing fields for 'Date' (22/05/2014), 'Subject', and 'Priority' (Less important). The footer says 'LANDPARK HELPDESK'.



A screenshot of a ticket details page. At the top, it shows 'Ticket details' with fields for ID (INT134), Date (10/03/14 13:45), Priority (Medium Priority), and User (Administrator Landpark). Below that is a 'Problem' section with 'Title' (Can't log into Landpark) and 'Description' (Can't log into Landpark, shows server error). To the right, there's a 'Benefits' button and a summary of estimated time (00:30), mean time (00:30), travel time (00:00), and total time (17 h 9 min). At the bottom, there are buttons for 'Update', 'Confirm', 'Close', 'Suspend', and 'Reassign'.

Alerts

- Send email alerts for hardware impact
- Create memo when a ticket passes a deadline.
- Send an email for tickets that have passed a deadline.
- Notify when ticket reaches 25% of the deadline
- Notify when ticket reaches 50% of the deadline
- Notify when ticket reaches 75% of the deadline

► **Memos** allow you to either schedule a task of your own, or to be notified that the ticket is out of time (also available by email). It is also possible to be notified before the intervention goes to its term in order to escalate it or to assign it to another technician.

► Helpdesk administrators can now indicate whether they wish to be informed of the different **alert thresholds** regarding the intervention. Alert thresholds are calculated from the due date of an intervention and are set at **25%**, **50%** and **75%** of maturity.



ACCESS TO KNOWLEDGE BASES (USERS = LEVEL 1 AND TECHNICIANS = LEVEL 2)

The screenshot shows the Landpark Helpdesk v.3.9.1 interface. On the left, there's a sidebar with user photos and links like 'Sign out', 'About', 'News', 'Change password', 'Requests', 'Tickets', 'Knowledge base', 'Hardware information', 'Company information', 'Notifications', 'Maps', 'Ticket search', 'Queries', 'Statistics', 'Projects', 'Surveys', 'Administration', 'Settings', 'Sessions'. The main area has tabs for 'Topics' and 'Solutions'. Under 'Topics', a tree view shows categories like Network, Hardware, Software, etc. Under 'Solutions', a table lists 'Hardware incident' with 'Accessible to all users' level and 'Solution for hardware incident' instructions. A large central image shows a smiling man at a desk with a computer monitor.

- ▶ You can have your users to access a **knowledge base** (level 1) to allow them to seek themselves one or more solutions with links or attachments.
- ▶ This accessibility (level 1 or level 2) is precised when you define a solution to a problem.

The left screenshot shows the 'REQUEST TYPES' screen with a tree view of various incident types. The 'Hardware incident' node is highlighted with a blue box and an arrow pointing to it. The right screenshot shows the 'SOLUTIONS' screen for a 'Hardware incident'. It displays fields for 'Name' (Hardware incident), 'Level' (Accessible to anyone), 'Instructions' (Solution for hardware incident), and 'Available URLs' (with an 'Add URL' button). Arrows point from the 'Hardware incident' node in the left screenshot to the corresponding fields in the right screenshot.



RESEARCH ON TICKETS HISTORY



Sécurité Édition Affichage Historique Marque-page Quitter

Accès - Commercial Landpark Helpdesk v.3.9.1 [47] -

test.ceteu.net/Account/PrintCO.asp

LANDPARK 0 unread messages | 17 unread messages

Ticket search

Related request

Created between: [] Le : dd/mm/yyyy
and: []

User name: []
Hellen name: []
description: []
title: []

Ticket

Created between: [] Le : dd/mm/yyyy
and: []

alert between: [] report: []
history: []

status: [] pending assignment [] confirmed [] closed [] reopened [] cancelled []

Assigned to:

a technician: [] Select an in-house technician []
a technical support group: [] Select a technical support group []
a supplier: [] Select a supplier []

options: [] alarm [] requiring confirmation []

Search

Affected equipment

All Environment Power source Phone Power grid UPS Network Network device Network port Asset Opening System Peripherals Printer issue

Site 1

- Administrators
 - Landpark Helpdesk
 - Ground floor
 - Technical operations
 - [] DSRIC ERIC
 - [] DSRIC PC-002
 - [] DSRIC PC-003
 - [] DSRIC LP LaserJet 1100 [MS] HP LaserJet 1100 (MS)
 - [] DMR-0001
 - Scrapyard
 - Site 2
 - Site 3

LANDPARK HELPDESK Enhance your service desk by providing your IT department with an enterprise-grade help desk solution.

Solutions

Benefits

► Complete and detailed research of all interventions history (by user, by keyword, by date by status, by technician by location, by problem etc ...) and can be exported to Excel.

Sécurité Édition Affichage Historique Marque-page Quitter

Accès - Commercial Landpark Helpdesk v.3.9.1 [47] -

test.ceteu.net/Account/PrintCO.asp

LANDPARK 0 unread messages | 17 unread messages

Ticket search

SEARCH REQUESTS

Priority: [] Under contract / N/A

User: []

Ticket ID: []

Ticket status: []

Technician: []

Company: []

Request ID

Date created Description Label User Ticket ID Ticket status Technician Company

DMD047 22/05/2014 Imprimante PC Medium priority Under contract / N/A hours Administrator Landpark INT118 Scheduled Mark Whitten

DMD046 11/04/2014 Photocopier Medium priority SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Administrator Landpark INT117 Closed AR&T

DMD049 08/04/2014 Network - Firewall Medium priority SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Administrator Landpark INT119 Scheduled Joe Kernel

DMD044 08/04/2014 test Printers - Error printing CRITICAL PRIORITY Jennings Clyde INT135 Closed Landpark Administrator

DMD042 10/03/2014 Can not log into Landpark Servers - Administration MEDIUM PRIORITY Administrator Landpark INT124 Closed Kendall Morales

DMD040 26/03/2014 Incident - Hardware incident UNDER CONTRACT / N/A HOURS Administrator Landpark INT125 Closed Kendall Morales

DMD029 26/03/2013 testt MEDIUM PRIORITY Administrator Landpark INT126 Closed Kendall Morales

DMD028 26/03/2013 Printer jam MEDIUM PRIORITY Administrator Landpark INT127 Closed Kendall Morales

DMD027 26/03/2013 Printer jam MEDIUM PRIORITY Administrator Landpark INT128 Closed Kendall Morales

DMD026 26/03/2013 Printer jam MEDIUM PRIORITY Administrator Landpark INT129 On Hold Mark Whitten

DMD025 26/03/2013 Printer jam MEDIUM PRIORITY Administrator Landpark INT130 Closed AR&T

DMD024 26/03/2013 Printer jam MEDIUM PRIORITY Administrator Landpark INT131 Closed Joe Kernel

DMD023 26/03/2013 Printer jam MEDIUM PRIORITY Administrator Landpark INT132 Closed Kendall Morales

DMD022 26/03/2013 Printer jam MEDIUM PRIORITY Administrator Landpark INT133 Closed Joe Kernel

DMD021 26/03/2013 Printer jam MEDIUM PRIORITY Administrator Landpark INT134 Closed Kendall Morales

DMD020 26/03/2013 Printer jam MEDIUM PRIORITY Administrator Landpark INT135 Closed Joe Kernel

DMD019 26/03/2013 Printer jam MEDIUM PRIORITY Administrator Landpark INT136 Closed Kendall Morales

DMD018 24/03/2013 Default request MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT137 Scheduled Daf Consults Inc.

DMD017 24/03/2013 Network failure MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT138 Closed Daf Consults Inc.

DMD016 23/03/2013 Blue screen of death Incidents - Hardware incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT139 Closed Daf Consults Inc.

DMD015 23/03/2013 Printer breakdown Printer issue MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT140 Closed Daf Consults Inc.

DMD014 23/03/2013 Peripheral - CD/DVD Burner Printers - Error printing MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT141 Closed Daf Consults Inc.

DMD013 10/12/2012 Error printing Printers - Error printing MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT142 Closed Daf Consults Inc.

DMD012 10/12/2012 Error printing Printers - Error printing MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT143 Closed Daf Consults Inc.

DMD011 10/12/2012 Anti virus problem Problems - Problems MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT144 Closed Daf Consults Inc.

DMD010 13/11/2012 Anti virus incident Incidents - Software incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT145 Closed Daf Consults Inc.

DMD009 13/11/2012 Printer issue Printer issue MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT146 Closed Daf Consults Inc.

DMD008 13/11/2012 Printer issue Printer issue MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT147 Closed Daf Consults Inc.

DMD007 13/11/2012 Printer issue Printer issue MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT148 Closed Daf Consults Inc.

DMD006 13/11/2012 Printer issue Printer issue MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT149 Closed Daf Consults Inc.

DMD005 13/11/2012 Printer issue Printer issue MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT150 Closed Daf Consults Inc.

DMD019 02/11/2012 testt Printer issue MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 Landpark Administrator INT151 Closed Daf Consults Inc.

DMD018 24/10/2011 Default request Default request MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT152 Scheduled Daf Consults Inc.

DMD017 24/10/2011 Incident - Hardware incident Incidents - Hardware incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT153 Closed Daf Consults Inc.

DMD016 23/09/2011 Blue screen of death Incidents - Hardware incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT154 Closed Daf Consults Inc.

DMD015 23/09/2011 Printer breakdown Printer issue MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT155 Closed Daf Consults Inc.

DMD014 23/09/2011 Peripheral - CD/DVD Burner Printers - Error printing MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT156 Closed Daf Consults Inc.

DMD013 23/09/2011 Problem with power supply Work environment - Power supply MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT157 Open

DMD012 23/09/2011 Error message #3122 Incidents - Software incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT158 Scheduled Mark Whitten

DMD011 23/09/2011 Printer issue Printer issue MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT159 Closed Joe Kernel

DMD010 22/09/2011 Order office equipment Work environment - Office supplies MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT160 Closed Joe Kernel

DMD009 22/09/2011 Network failure Incidents - Network incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT161 Closed Joe Kernel

DMD008 19/09/2011 Printer problem Incidents - Hardware incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT162 Closed Jim Boyd

DMD007 19/09/2011 Printer problem Incidents - Hardware incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT163 Closed Mark Whitten

DMD006 18/08/2011 Incidents - Hardware incident Incidents - Hardware incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT164 Closed Mark Whitten

DMD005 18/08/2011 Incidents - Software incident Incidents - Software incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT165 Scheduled

DMD001 21/07/2011 Software bug Incidents - Software incident MEDIUM PRIORITY SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 Landpark Administrator INT166 Scheduled

Request ID	Date created	Description	Label	Priorty	User	Ticket ID	Ticket status	Technician	Company	
DMD047	22/05/2014	Incidents - Hardware incident	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT118	Scheduled	Mark Whitten		
DMD046	11/04/2014	Photocopier	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1	Administrator Landpark	INT117	Closed	AR&T		
DMD049	08/04/2014	Network - Firewall	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1	Jennings Clyde	INT135	Closed	Joe Kernel		
DMD044	08/04/2014	testt	CRITICAL PRIORITY		Administrator Landpark	INT136	Scheduled	Landpark Administrator		
DMD042	10/03/2014	Can not log into Landpark	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT124	Closed	Kendall Morales		
DMD029	26/03/2013	testt	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT125	Closed	Kendall Morales		
DMD028	26/03/2013	Printer jam	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT126	Closed	Kendall Morales		
DMD027	26/03/2013	Printer jam	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT127	Closed	Kendall Morales		
DMD026	26/03/2013	Printer jam	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT128	Closed	Kendall Morales		
DMD025	26/03/2013	Printer jam	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT129	On Hold	Mark Whitten		
DMD024	26/03/2013	Printer jam	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT130	Closed	AR&T		
DMD023	26/03/2013	Printer jam	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT131	Closed	Joe Kernel		
DMD022	26/03/2013	Printer jam	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT132	Closed	Kendall Morales		
DMD021	26/03/2013	Printer jam	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT133	Closed	Joe Kernel		
DMD020	26/03/2013	Printer jam	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT134	Closed	Kendall Morales		
DMD019	26/03/2013	Printer jam	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Administrator Landpark	INT135	Closed	Joe Kernel		
DMD018	24/03/2013	Default request	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1	Landpark Administrator	INT136	Scheduled	Daf Consults Inc.		
DMD017	24/03/2013	Network failure	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1	Landpark Administrator	INT137	Closed	Daf Consults Inc.		
DMD016	23/03/2013	Blue screen of death	Incidents - Hardware incident	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Landpark Administrator	INT138	Scheduled	Daf Consults Inc.	
DMD015	23/03/2013	Printer breakdown	Printer issue	MEDIUM PRIORITY	Landpark Administrator	INT139	Closed	Daf Consults Inc.		
DMD014	23/03/2013	Peripheral - CD/DVD Burner	Printers - Error printing	MEDIUM PRIORITY	UNDER CONTRACT / N/A HOURS	Landpark Administrator	INT140	Scheduled	Daf Consults Inc.	
DMD013	10/12/2012	Error printing	Printers - Error printing	MEDIUM PRIORITY	Service level agreement #3122	INT141	Closed	Daf Consults Inc.		
DMD012	10/12/2012	Error printing	Printers - Error printing	MEDIUM PRIORITY	Service level agreement #3122	INT142	Closed	Daf Consults Inc.		
DMD011	10/12/2012	Anti virus problem	Problems - Problems	MEDIUM PRIORITY	Service level agreement #3122	INT143	Closed	Daf Consults Inc.		
DMD010	13/11/2012	Anti virus incident	Incidents - Software incident	MEDIUM PRIORITY	Service level agreement #3122	INT144	Closed	Daf Consults Inc.		
DMD009	13/11/2012	Printer issue	Printer issue	MEDIUM PRIORITY	Service level agreement #3122	INT145	Closed	Daf Consults Inc.		
DMD008	13/11/2012	Printer issue	Printer issue	MEDIUM PRIORITY	Service level agreement #3122	INT146	Closed	Daf Consults Inc.		
DMD007	13/11/2012	Printer issue	Printer issue	MEDIUM PRIORITY	Service level agreement #3122	INT147	Closed	Daf Consults Inc.		
DMD006	13/11/2012	Printer issue	Printer issue	MEDIUM PRIORITY	Service level agreement #3122	INT148	Closed	Daf Consults Inc.		
DMD005	13/11/2012	Printer issue	Printer issue	MEDIUM PRIORITY	Service level agreement #3122	INT149	Closed	Daf Consults Inc.		
DMD019	02/11/2012	testt	Printer issue	MEDIUM PRIORITY	Service level agreement #3122	INT150	Closed	Daf Consults Inc.		
DMD018	24/10/2011	Default request	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT151	Scheduled	Daf Consults Inc.		
DMD017	24/10/2011	Incident - Hardware incident	Incidents - Hardware incident	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT152	Closed	Daf Consults Inc.	
DMD016	23/09/2011	Blue screen of death	Incidents - Hardware incident	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT153	Closed	Daf Consults Inc.	
DMD015	23/09/2011	Printer breakdown	Printer issue	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT154	Closed	Daf Consults Inc.	
DMD014	23/09/2011	Peripheral - CD/DVD Burner	Printers - Error printing	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT155	Closed	Daf Consults Inc.	
DMD013	10/09/2011	Problem with power supply	Work environment - Power supply	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT156	Closed	Daf Consults Inc.	
DMD012	23/09/2011	Error message #3122	Incidents - Software incident	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT157	Closed	Daf Consults Inc.	
DMD011	23/09/2011	Printer issue	Printer issue	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT158	Closed	Daf Consults Inc.	
DMD010	22/09/2011	Order office equipment	Work environment - Office supplies	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT159	Closed	Daf Consults Inc.	
DMD009	22/09/2011	Network failure	Incidents - Network incident	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT160	Closed	Daf Consults Inc.	
DMD008	22/09/2011	Printer problem	Incidents - Hardware incident	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT161	Closed	Daf Consults Inc.	
DMD007	19/09/2011	Printer problem	Incidents - Hardware incident	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT162	Closed	Daf Consults Inc.	
DMD006	18/08/2011	Incidents - Hardware incident	Incidents - Hardware incident	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT163	Closed	Daf Consults Inc.	
DMD005	18/08/2011	Incidents - Software incident	Incidents - Software incident	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT164	Closed	Daf Consults Inc.	
DMD001	21/07/2011	Software bug	Incidents - Software incident	MEDIUM PRIORITY	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2	Landpark Administrator	INT165	Scheduled	Administrator	



QUERIES

The screenshot shows the Landpark Helpdesk application running on a Windows desktop. The main window displays a grid of ticket requests with columns for Request date, Ticket date, Ticket ID, Request, Technician, Planning, Start date, End date, Expected lead time, Real lead time, Hardware type, Device ID, Device name, and Closed on. A sidebar on the left contains navigation links like Sign out, About, News, Change password, Tickets, Projects, Surveys, Administration, Settings, Sessions, and a Queries section. An inset window titled 'Queries' shows a complex SQL SELECT statement. The status bar at the bottom right indicates the date as Thursday, May 22, 2014, 11:04.

Queries through the Internet exportable to Excel

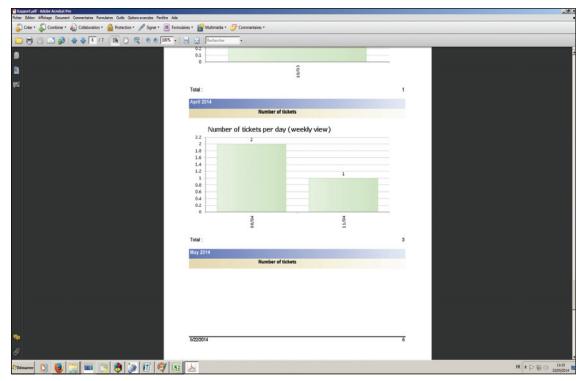
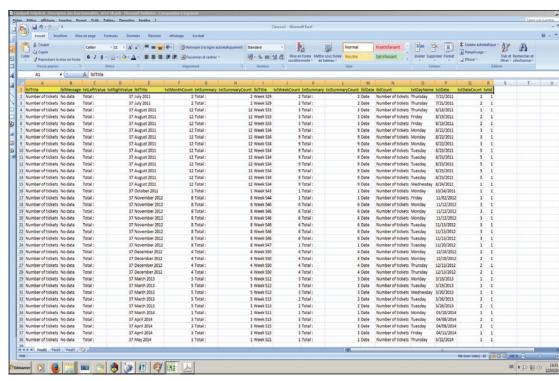
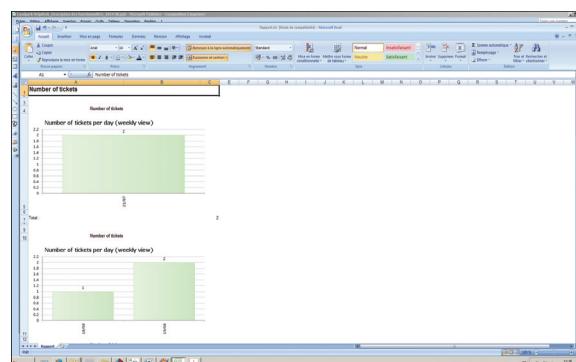
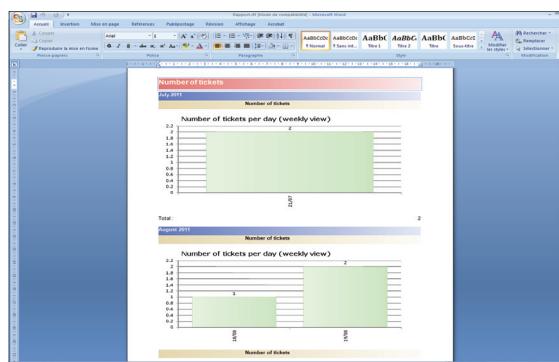
The screenshot shows the same query results grid from the previous screen, now displayed in Microsoft Excel. The data is identical to the one in the Landpark Helpdesk. An overlaid 3D bar chart uses the ticket ID as categories and the real lead time as values, with colors corresponding to the hardware type. The chart has three bars: blue (Workstation), red (Laptops), and orange (Smartphones). The status bar at the bottom right indicates the date as Friday, May 23, 2014, 11:04.

STATISTICS



Detailed Statistics

on your tickets exportable on several formats



SURVEYS AND POLLS



Surveys

Make your own polls and surveys through multiple choice, single choice or free response asked to your users.

You can then observe the result of these surveys and polls as statistical



Title	Expiration date	Description	Request type
Customer satisfaction survey	5/20/2015	Description	<input type="checkbox"/> <input checked="" type="checkbox"/>
Workplace satisfaction survey	8/29/2015	A survey about workplace satisfaction.	<input type="checkbox"/> <input checked="" type="checkbox"/>
Annual poll	8/29/2015	description	<input type="checkbox"/> <input checked="" type="checkbox"/>
OS usage statistics	8/29/2015	What OS do you currently use?	<input type="checkbox"/> <input checked="" type="checkbox"/>
Customer satisfaction survey	9/2/2015	Description	<input type="checkbox"/> <input checked="" type="checkbox"/>

Customer satisfaction survey

Description

The intervention time is:

I'm lost

I need

I'm available

I'm off

I'm free

The answer provided by the technician was:

Very clear

Quite clear

Clear enough

Under

Under at all

Do you have remarks?

Survey results: Customer satisfaction survey

The intervention time is:

I'm lost	0.0%
I need	0.0%
I'm available	0.0%
I'm off	0.0%
I'm free	100.0%
Under at all	0.0%

The answer provided by the technician was:

Very clear	0.0%
Quite clear	0.0%
Clear enough	0.0%
Under	0.0%
Under at all	100.0%

The technician was:

Very clear	0.0%
Quite clear	0.0%
Clear enough	0.0%
Under	0.0%
Under at all	100.0%

Do you have remarks?

View the 8 answers



FEEDBACK QUESTIONNAIRES



Customer satisfaction survey

Title	Customer satisfaction survey
Company	All
Description	
Request type	Photocopier
Expiration date	9/2/2015

Control type	
The intervention time is:	CheckBox
The answer provided by the technician was:	DropDownList
The technician was:	RadioBox
Do you have remarks?	TextArea
Enter the name of your technician:	TextBox

[Add questions](#)

[OK](#) [Cancel](#)

Ticket details	
Code: DMD146	Date: 11/4/2014 10:52
User: Administrator Landpark	Phone: 0033 2 47 85 86 30
Problem: Environment - Photocopier	Equipment:
Location: Site 1	
Title: Photocopier	
Description:	
Additional information:	
Intervention: INT137 (Closed)	

[Provide feedback on this ticket](#)

The intervention time is:

1 Excellent	0.00%
2 Good	0.00%
3 Reasonable	0.00%
4 Fair only	0.00%
5 Mediocre	0.00%



- In addition to existing surveys, we can now **bind feedback questionnaires to certain type of request**, that is to say that we can obtain a feedback form questionnaire from the user when the ticket is closed.
- The above screen shows a survey related to customer satisfaction for intervention on « copier ». This means that any request 'Copier' will result in a return of information from the user at the closing. The above image shows the link that appears after the closing. The link takes the user to a questionnaire page. The feedback questionnaire can be as short or detailed as you want.

AUTOMATED ESCALATION



Screenshot of the Landpark Helpdesk v.3.9.1 software interface showing the 'Automated escalation settings' page.

Escalation list:

Title	Initial request type	Request type after escalation
Printer jam => Order new printer	Printer jam	New printer request
New printer request	New printer request	Replacement
Replacement	Replacement	Setting
Unknown problem => Hardware incident	Unknown problem	Hardware incident
Hardware incident => New computer request	Hardware incident	New computer request

Request types:

- All
 - Environment
 - Network phone
 - Photocopier
 - Power grid
 - Hardware
 - Hardware incident
 - Network incident** (selected)
 - Software incident
- Network devices
 - Non-IT Assets
 - Open System
 - Peripherals
 - Printer issue
 - Printers
 - Problems
- Requests
 - Scanners
 - Smart cards
 - Service contracts
 - Service contracts
 - Service requests
 - Budget request
 - New computer request
 - New printer request
 - Services
 - Software
 - Work environment

Escalation title: Network incident on server
Description: To be charged / budget request

Initial request type: Network incident
Request type after escalation: Budget request
Save

Request of type A

Request of type A after escalation

- **Automatic escalations** allow you to configure your helpdesk in order that certain types of requests becomes related to other requests, this to easily operate a functional escalation.
- For example, a problem (or request) of type A may be related to a problem of type B, so that at the end of an intervention, the application will create a new request with a problem of type B. The technician can then confirm to validate and create a second request.
- Note that the chaining of problems, thanks to automatic escalation, is not limited to two types of problems: you can link as many types of problems that we want.
- The image above shows a setup page, in which it was specified that a request for « network incident on server » should be linked and escalate to « budget request ».



WORKFLOW / PROJECT MANAGEMENT



► This feature allows you faster and more efficient projects management. For each project, you can designate one or more persons to create a multitude of tasks with different status and a list of participants. You can also specify for a task a list of pre-requisite tasks.

► You can view your project graphically and get in an instant, a clear and concise vision of the progress of the project and a detailed description of each task.

► You can also get a calendar project planning according to its starting date to its tasks (depending on their duration and their combos).

The screenshot shows the Landpark software interface. On the left, there's a sidebar with navigation links: Requests, Tickets, Tools, Projects (which is selected), Administration, and Sessions. The main area displays a 'Software project' card with fields for Title (Software project), Description (Project description goes here.), Start date (8/18/2011), Priority (MEDIUM PRIORITY), and Status (In progress). Below this is a 'Users' section listing 'Administrator Landpark', 'Doe Jane', and 'Jennings Clyde'. At the bottom, there's a table of tasks:

Title	Description	Priority	Status	Progress	Duration	Prerequisites	Members
Feasibility study	Phase during which members weigh the pros and the cons of the project, after several brainstorming sessions.	URGENT PRIORITY	Completed	100%	2		
Order components	Hardware components are ordered.	MEDIUM PRIORITY	In progress	0%	1	Feasibility study	
Preliminary assembly	Components are assembled.	LOW PRIORITY	Not started	0%	3	Order components	
Software installation	Software is installed and configured.	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT	Completed	0%	2	Preliminary assembly	

The screenshot shows a Gantt chart for the 'Software project' with tasks: Preliminary assembly, Software tests, Software installation, Order additional components, and Second assembly. It also shows a calendar for August 2011 with specific dates highlighted.

Below the Gantt chart is a table of tasks:

Title	Description	Priority	Status	Progress	Duration	Prerequisites	Members
Feasibility study	Phase during which members weigh the pros and the cons of the project, after several brainstorming sessions.	URGENT PRIORITY	Completed	100%	2		
Order components	Hardware components are ordered.	MEDIUM PRIORITY	In progress	0%	1	Feasibility study	
Preliminary assembly	Components are assembled.	LOW PRIORITY	Not started	0%	3	Order components	
Software installation	Software is installed and configured.	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT	Completed	0%	2	Preliminary assembly	

The screenshot shows a detailed view of the 'Software project' card. It includes fields for Title (Software project), Description (Project description goes here.), Start date (8/18/2011), Priority (MEDIUM PRIORITY), Status (In progress), and Manager(s) (Administrator Landpark). There are also sections for 'Users' (listing 'Administrator Landpark', 'Doe Jane', and 'Jennings Clyde') and a table of tasks:

Title	Description	Priority	Status	Progress	Duration	Prerequisites	Members
Feasibility study	Phase during which members weigh the pros and the cons of the project, after several brainstorming sessions.	URGENT PRIORITY	Completed	100%	2		
Order components	Hardware components are ordered.	MEDIUM PRIORITY	In progress	0%	1	Feasibility study	
Preliminary assembly	Components are assembled.	LOW PRIORITY	Not started	0%	3	Order components	
Software installation	Software is installed and configured.	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT	Completed	0%	2	Preliminary assembly	

The screenshot shows a list of projects in the Landpark software. It includes fields for Title, Description, Start date, Priority, Status, and Manager(s). The projects listed are:

Title	Description	Start date	Priority	Status	Manager(s)
Software project	Project description goes here.	8/18/2011	MEDIUM PRIORITY	In progress	Administrator Landpark
IT project	description	8/22/2011	URGENT PRIORITY	Not started	
Digital asset management	Digital asset management project	8/22/2011	LOW PRIORITY	Not started	

At the bottom right, there is a button labeled 'Add project'.

ACCESS TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE - LANDPARK MANAGER

The screenshot shows the Landpark Manager software interface. On the left, there's a sidebar with various menu items like 'Landpark Administrator', 'Tickets', 'Tools', and 'Administration'. The main area displays 'User information' for a user named 'Jennings Clyde'. It shows details such as phone number (0033 2 47 85 86 30), email (Jennings@cerus.net), and location. Below this is a 'Hardware datasheet' section with tabs for 'Hardware', 'Details', 'Network', 'Software', 'Contracts', and 'Tickets'. The 'Hardware' tab is selected, showing a tree view of hardware components. A blue callout box points to this section with the text: 'Full detail of materials and Non-IT assets attached to the user'.

This screenshot shows a detailed view of a hardware asset. The sidebar is identical to the previous one. The main area is titled 'Hardware information' and shows a specific asset entry for a 'BLOSS'. It includes fields for 'Name' (BLOSS), 'Manufacturer' (MICRO-STAR INTERNATIONAL CO. LTD), 'Serial number' (MS-7345), and 'Company' (Cerus). Below this, there are sections for 'Processors', 'Hard drives', and 'Peripherals', each listing specific components with their details. A blue callout box points to this section with the text: 'Full detail of materials linked to the request'.



Full data from your asset management software, Landpark Manager

ACCESS TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE - LANDPARK MANAGER



Full detail of the network equipment linked to the PC

User information

Hardware datasheet

ID	Description	Manufacturer	Clock (MHz)
BLOSS	Intel® Core™2 Duo CPU E4500 @ 2.20GHz	GenuineIntel	2200

Processor

Hard drives

Peripherals



Full detail of each network elements

Hardware information

Network interface cards

ID	Name	Manufacturer	Model	Connection type	Shared
00-17-31-00-40-7C	Carte réseau ASUS B01.11g	ASUS	B01.11g	Ethernet	No

Network interface card datasheet



ACCESS TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE - LANDPARK MANAGER



Full detail of installed software

Name	Version	License key
Service Client IP de Landpark Network IP	4.3	K07MK-342770800-049QK-HY3D
avast! Antivirus	7.0	
CCleaner	5.18	
Gestion de parc Landpark	5.3	
Editor de requête Landpark	1.1	
Defraggler	2.9	
Horizon Reflect Data, Logging and Backup	4.2	
Microsoft Office Excel	12.0	K07MK-342770800-049QK-HY3D
Microsoft Office Access	12.0	K07MK-342770800-049QK-HY3D
Microsoft Office Publisher	12.0	K07MK-342770800-049QK-HY3D
Microsoft Office Outlook	12.0	K07MK-342770800-049QK-HY3D
Microsoft Office Word	12.0	K07MK-342770800-049QK-HY3D
Microsoft Office Powerpoint	12.0	K07MK-342770800-049QK-HY3D
Microsoft Visio	12.0	
Microsoft Office Word	12.0	K07MK-342770800-049QK-HY3D
Microsoft Outlook Express	6.00	
Skype	5.5	
Defraggler	1.14	
Landpark	1.16	
Service Client IP de Landpark Network IP	4.3	
Service Client IP de Landpark Network IP	3.5	
Service Client IP de Landpark Network IP	3.0	
Service Serveur de Landpark Network IP	3.0	
Gestion de parc Landpark	4.5	
Gestion de parc Landpark	5.0	
Gestion de parc Landpark	5.7	
Landpark Webmail	5.6	
Service Client IP de Landpark Network IP	4.0	
Service Serveur de Landpark Network IP	4.0	
Service Client IP de Landpark Network IP	3.1	



Full detail of all contracts linked to the item

ID:	NAME: CCleaner	Software family:	Version: 3.18
Publisher:	Nullsoft Ltd.	Serial:	Star 2718
Executable program:	ccleaner.exe	Total software license:	0
Last modified:	4/26/2012	Comments:	Active license(s): 0
Company:	Site 1	Acquisition type:	Achat
Comments:		Status:	Deployed
Software license:		Licence key:	
Status:	Deployed	Path:	C:\Program Files\CCleaner\
Workstations:	ERIC		

Warranty information	Attribution
Contract ID: CCN-CONF-GAR-01	Amendment ID:
Amendment ID:	Supplier: Dell Computers Inc.
Company Site 1	Service level agreement type: Repair shop
Contact type:	Timeframe: 48 hours
Extension type:	Expiration date: 4/10/2018
Start date: 4/10/2010	Date of payment: The 10th of the month
Periodicity: Monthly	Code: 0
Comments:	

ACCESS TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE - LANDPARK MANAGER



Full detail of all tickets opened on this item

The screenshot shows the Landpark Manager software interface. On the left, a sidebar menu includes: Requests (Selected), Tickets (View tickets, Supplier schedule), Tools (User information, Company information, Notifications, Memos, Ticket search, Queries, Projects, Surveys), Administration (Settings, Sessions). The main area displays 'Hardware information' and 'Pending tickets'. A detailed ticket view is shown for ticket ID INT124, titled 'Test - Printer issue'.

ID	Date	Priority
INT124	04/08/2014 10:14	URGENT PRIORITY
KADJABANGO		Alarm
Title		11/01/2014 10:02
Request type		Request ID: QMD127
Location		Status: Pending assignment
Suppliers		
Start date	5/22/14 1:45 PM	Technician: AT&T
End date	5/22/14 2:15 PM	
Recipients		Description: Test - Printer issue
Comments		

Ticket details:

Code: QMD127	Date: 04/08/2014 10:14	Priority: SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1
User: Administrator Landpark	Phone: 0933 247 85 95 30	Requester: Administrator Landpark
Problem: Network devices - Hub/Switch	Equipment: DSC	
Location: Site 1		
Title: Test2		
Description:		
Additional information:		
Intervention: INT134 (Closed)		

Attachments: Name: maintenance form.csv, Size: 2 octets

The screenshot shows the Landpark Manager software interface. On the left, a sidebar menu includes: Requests (Selected user, Create request, Create simple request, View requests), Tickets (View tickets, Supplier schedule), Tools (Knowledge base, User information, Hardware information, Company information, Notifications, Memos, Ticket search, Queries, Surveys, Projects, Surveys), Administration (Settings, Sessions). The main area displays 'Service tickets' and a 'Supplier schedule' calendar for May 2014.

Service tickets:

ID	Date	Priority
INT124	11/01/2014 10:02 PM	URGENT PRIORITY
KADJABANGO		Alarm
Title		11/01/2014 10:02 PM
Request type		Request ID: QMD127
Location		Status: Pending assignment

Supplier schedule:

May 2014	Monday 19 May	Tuesday 20 May	Wednesday 21 May	Thursday 22 May	Friday 23 May
9:00 AM					
9:30 AM					
10:00 AM					
10:30 AM					
11:00 AM					
12:00 PM					
1:00 PM					
2:00 PM					
3:00 PM					
4:00 PM					
5:00 PM					

URGENT PRIORITY (●) | MEDIUM PRIORITY (○) | LOW PRIORITY (○) | SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°2 (●) | CRITICAL PRIORITY (○) | UNDER CONTRACT / IN 2 HOURS (●) | UNDER CONTRACT / IN 4 HOURS (●) | SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N°1 (●)



ACCESS TO DATA FROM YOUR ASSET MANAGEMENT SOFTWARE - LANDPARK MANAGER



Full search for all items contained into the asset management database
Landpark Manager

The screenshot shows the Landpark Manager software interface. On the left, there is a sidebar with various menu options like 'Landpark Administrator', 'Tickets', 'Tools', and 'Administration'. A blue callout box points from the text above to a search bar in the main content area. The main content area displays a table titled 'Hardware information' with columns for 'Name', 'Manufacturer', 'Serial number', and 'Company'. An arrow points from the text below to a dropdown menu labeled 'Device type' which includes options like 'workstation', 'server', 'network interface card', etc. At the bottom right, there is a banner for 'Landpark Helpdesk'.



Full search for all items attached to users

The screenshot shows the Landpark Manager software interface. Similar to the first one, it has a sidebar with 'Landpark Administrator', 'Tickets', 'Tools', and 'Administration' options. A blue callout box points from the text above to a search bar. The main content area displays a table titled 'User information' with columns for 'Tech.', 'Title/position', 'Profile', 'Phone number', and 'Company'. An arrow points from the text below to a dropdown menu labeled 'User' which includes options like 'Analyst', 'Administrator', 'Analyst', etc. At the bottom right, there is a banner for 'Landpark Helpdesk'.



SETTINGS



Settings technicians
regarding their
availability and skills

The screenshot shows the Landpark Helpdesk interface. On the left, a sidebar menu under 'Settings' includes options like 'Analysts', 'Technician groups', 'Suppliers', 'Unavailability', 'Automated scheduling', 'Priorities', 'Knowledge base', 'Escalation', 'Request type filter', 'News groups', 'Messages', 'Preferences', 'Sessions', 'Bank holidays', 'Working days', 'News', 'Surveys', 'Projects', 'Codes', 'Resolution types', 'Action types', 'Titles', 'Languages', 'User profiles', and 'Company profiles'. A blue box highlights the 'Analysts' section, which lists analysts by name, position, phone number, and status. Another blue box highlights the 'Skills' section, showing a tree view of various IT components and their associated skills. A legend indicates skill levels: English (blue), French (green), German (orange), and Spanish (yellow).

Settings groups
of technicians skill group
or geographical group

The screenshot shows the Landpark Helpdesk interface. On the left, a sidebar menu under 'Settings' includes options like 'Analysts', 'Technician groups', 'Suppliers', 'Unavailability', 'Automated scheduling', 'Priorities', 'Knowledge base', 'Escalation', 'Request type filter', 'News groups', 'Messages', 'Preferences', 'Sessions', 'Bank holidays', 'Working days', 'News', 'Surveys', 'Projects', 'Codes', 'Resolution types', 'Action types', 'Titles', 'Languages', 'User profiles', and 'Company profiles'. A blue box highlights the 'Technician groups' section, showing a table of groups with columns for 'Group name', 'Type', and 'Status'. Another blue box highlights the 'Group details' dialog box, where a new group named 'IT support' is being created with a type of 'Skill group' and assigned to 'Administrator Landpark'. A sidebar on the right lists 'TECHNICIANS IN THIS GROUP' with names like Brian, Joe, Kernel, Mark, and others.



SETTINGS

Settings suppliers for requests

Supplier information

Company name	City	Phone number	Status
AT&T Dell Computers Inc. GE Microsoft		555 9874	Active Active Active Active

Supplier information

Company name: Microsoft	Contact person: Bill Gates
Address:	Phone number:
Postal code:	Fax:
City:	Email address:
Country: USA	Website: <input type="checkbox"/> Send automatic

LANDPARK HELPDESK

Settings unavailability that will appear in red in the schedule

Companies

- Administrator Landpark
- Boyle Jim
- Kernel Joe
- Horwitz Kendall
- Ward Simon
- Whitten Hark

Add unavailability

Single day: 5/22/2014 Period: 09:00 AM - 10:00 PM Holiday:

LANDPARK HELPDESK

SETTINGS

Settings knowledge base with attachments and links for resolution, priorities, estimated time, keywords, problem description, attached form to the request and selection of qualified technicians

The screenshot displays several windows from the Landpark Helpdesk v.3.5.1 application:

- Landpark Administrator**: Shows a sidebar with options like Main menu, Sign out, Settings, Users, etc. A blue box highlights the "Knowledge base" link.
- REQUEST TYPES**: A list of incident types: Network devices, Software, Hardware, and Problems. A blue box highlights the "Software incident" item.
- Knowledge base**: A window showing a software incident entry. It includes fields for Name (Software incident), Level (Accessible to anyone), Instructions (Solution for software incident), and Available URLs (Add attachment (3 fichiers)). A blue box highlights the "Add attachment" button.
- SOLUTIONS**: A window showing a solution for a software incident. It includes a text area for "Solution for software incident" and a "Solution for software incident" button.
- TECHNICIANS**: A window titled "Attachments - Mozilla Firefox" showing a list of attachments. One attachment is listed: "Réference sheet from engineer.xls" (Size: 16,00 Kb). A blue box highlights the "Attachments" section.
- Software incident**: A detailed view of a software incident. It shows Estimated time (00:30), Priority (MEDIUM PRIORITY 3D: 0 Hrs 0 Mins), and Keywords (Software incident). A blue box highlights the "Priority" field.
- Solutions**: A circular icon labeled "Solutions".

Settings priorities which may be different depending on the chosen location of your interventions

The screenshot displays several windows from the Landpark Helpdesk v.3.5.1 application:

- Landpark Administrator**: Shows a sidebar with options like Main menu, Sign out, Settings, etc. A blue box highlights the "Priorities" link.
- Priorities**: A window showing priority levels. A blue box highlights the "CRITICAL PRIORITY" radio button.
- Deadline**: A table showing deadline definitions for different priority levels. A blue box highlights the "0 Jour(s) 1 Heure(s) 0 Minutes(s)" row.
- Status**: A table showing active status for different priority levels.
- Detailed information**: A window showing detailed information for a critical priority. It includes sections for Companies (Site 1, Site 3, Site 5), Maximum deadline (0 Day(s) 1 Hour(s) 0 Minutes(s)), and Check/uncheck all (Site 2, Site 4).
- Solutions**: A circular icon labeled "Solutions".
- Benefits**: A green circular icon labeled "Benefits".
- Landpark Helpdesk**: A promotional banner for Landpark Helpdesk.



SETTINGS



Settings requests
code number and
prefix

Type	Code prefix	Number
Service request	ENR	147
Ticket	INT	136
Problem	PRB	312

Solutions

LANDPARK HELPDESK

Landpark Helpdesk
100 % for a better technical support

Settings displays alerts, calendar views type of scheduling

Landpark Helpdesk
100 % for a better technical support



SETTINGS

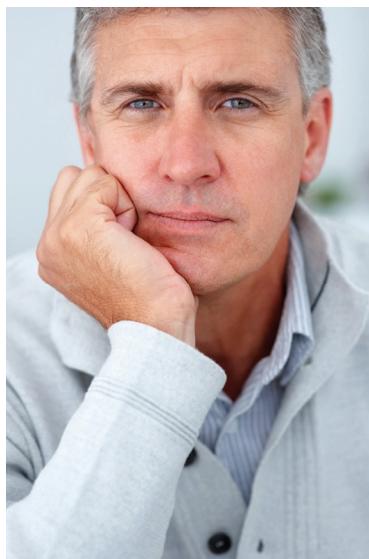


Settings resolution types when closing tickets

Resolution type	Comments	Status
MAINTENANCE OPERATION	Escalated to a qualified internal technical support Moving on site planned Resolved over the phone VMC/PC-Anywhere Awaiting arrival of customer equipment	Enabled
PHONE		Enabled
REMOTE CONTROL		Enabled
STAND BY EQUIPMENT ARRIVAL		Enabled

Settings action types when closing tickets

Action type	Description	Status
Goes under maintenance contract #1	Billing after 20 hours	Enabled
Goes under maintenance contract #2	Billing after 20 hours	Enabled
Goes under maintenance contract #3	Billing after 30 hours	Enabled
Under warranty	To send to the manufacturer for maintenance	Enabled



SETTINGS



Settings users and technicians profiles and rights

User profiles

Profile	Type	Status	Permission
Administrators	C	Active	<input checked="" type="checkbox"/>
Technical staff	C	Active	<input checked="" type="checkbox"/>
Companies	C	Active	<input checked="" type="checkbox"/>

Profile

- Administrators
- Technical staff
- Companies

Companies

- Site 1
- Site 2
- Site 3
- Site 4

User profiles

ACCESS RIGHTS

- Basic access to Helpdesk features
- View
- Manage (Create, Update, Delete)
- Update profiles

CONFIGURATION

- Cancel
- View own requests
- Let customer in charge view relevant requests
- Let technicians view relevant requests
- View all requests
- Create own requests
- Create own requests (Simple mode)
- Create for any user
- Hardware : create requests for own computing equipment
- Hardware : create requests for any equipment
- Update
- Update priorities
- Update follow-up
- Validate

REQUESTS

- Cancel
- Close
- View own requests
- Let customer in charge view relevant requests
- Let technicians view relevant requests
- View those that are related to own group
- View all tickets
- Change validation chains
- Update closed tickets
- Remote control
- Put on hold

AVAILABILITIES

- Manage (Create, Update, Delete)
- View
- Send

E-MAIL

- Manage (Create, Update, Delete)
- New
- Create
- Update

SUPPLIERS

- View
- Manager (Create, Update, Delete)

WORKFLOW

- Cancel
- Close
- View own requests
- Let customer in charge view relevant requests
- Let technicians view relevant requests
- View those that are related to own group
- View all tickets
- Change validation chains
- Update closed tickets
- Remote control
- Put on hold

REPORTS

- View
- Manager (Create, Update, Delete)

STATISTICS

- New
- Create
- Update



Quick settings

Company

Tech group	Type	Status	Permission
IT support	C	Active	<input checked="" type="checkbox"/>
IT	C	Active	<input checked="" type="checkbox"/>
Windows	C	Active	<input checked="" type="checkbox"/>

Tech group

- IT support
- IT
- Windows

Priority

- URGENT PRIORITY
- MEDIUM PRIORITY
- LOW PRIORITY
- SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N° 2
- Critical priority
- Under contract / 24 hours
- Under contract / 24 hours
- Under warranty

Action type

- Service level maintenance
- Contract #1
- Billing after 10 hours
- Active
- Billing after 20 hours
- Active
- Billing after 30 hours
- Active
- To send to the manufacturer for maintenance
- Active

Status Permission

Resolution type

- PHONE
- Resolved over the phone
- Active
- VNC PC-Anywhere
- Active
- REMOTE CONTROL
- Determined by a qualified internal technical support
- Active
- MAINTENANCE OPERATION
- Moving on site planned
- Active
- MOVEMENT ON SITE
- Awaiting arrival of customer equipment
- Active

Working days

Business hours

Morning	08:00	to	12:00
Afternoon	13:00	to	17:00

Company profiles

StatusPermission

- Active
- Active
- Active



SETTINGS



Settings request type filter

To filter the types of request that a given user can be displayed when he send a request.

The treeview displayed will be then displayed according to the types of requests you will allowed him.

This feature allows you to organize your support for different family requests (eg list and display for users a treeview of problems and solutions for telephony, industrial equipment, hospital, etc..).

Request type filter

Profile

Select a profile: Administrators, User, Technical staff

Request type

Problem category

Landpark Helpdesk
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Create service request

General info

User name : Administrator Landpark

Phone number : 0033 2 47 85 86 30

Email address : admindemo@cerus.net

Title:

Problem description:

Attachments:

LANDPARK HELPDESK

Benefits

Landpark Helpdesk
100% for a better technical support

SETTINGS



Settings news
categories of news
by company or location are
created in which we
display them in the main
menu

The screenshot shows the LANDPARK software interface. On the left, a sidebar menu includes 'Main menu', 'Sign out', 'Settings' (with sub-options like 'Users', 'Assets', 'Technician/agent groups', 'Suppliers', 'Unavailability', 'Automated scheduling', 'Priority levels', 'Knowledge base', 'Escalation', 'Request type filter', 'Newsgroups', 'Message types', 'Preferences', 'Sessions', 'Bank holidays'), 'News' (selected), 'Projects', 'Codes', 'Approval workflows', 'Dictionaries', 'Action types', 'Titles', 'Languages', 'User profiles', and 'Company profiles'. A watermark for 'LANDPARK' is visible at the bottom left. In the center, a news list displays four items:

Company	Title	Date	Status	Action
Landpark	Landpark IDA	11/13/2012 0:03:59 PM	<input checked="" type="checkbox"/>	Edit
Landpark	Landpark Helpdesk	11/13/2012 0:59:38 PM	<input checked="" type="checkbox"/>	Edit
Landpark	Landpark Active Directory	11/13/2012 0:56:24 PM	<input checked="" type="checkbox"/>	Edit
Landpark	Landpark Monitor	11/13/2012 0:56:12 PM	<input checked="" type="checkbox"/>	Edit

A blue arrow points from the 'News' menu item to a circular 'Solutions' button. To the right, a modal window titled 'Maintenance operation' is open, showing a rich text editor with a toolbar, a preview area with the title 'MAINTENANCE OPERATION' and an image of server racks, and a status bar indicating 'Published: '. A green circle labeled 'Benefits' is positioned to the right of the modal window.

News displayed in the main menu

The screenshot shows a web-based application for IT helpdesk management. The left sidebar contains navigation links for 'LANDPARK' (Administrator, Sign out, News, Requests, Tickets, Tools, Administration), 'Solutions' (Company news, Landpark ITA, Landpark Helpdesk, Landpark Active Directory, Landpark Manager, Maintenance, Technical, Maintenance operation), and 'Benefits' (Select user, Create request, Create simple request, View requests). The main content area features a 'News' section with a large image of a smiling man at a desk with multiple monitors. Below it is a 'Landpark Helpdesk' advertisement. A central box titled 'MAINTENANCE OPERATION' displays a server rack with its panels removed, showing internal components. A circular 'Solutions' button is at the bottom left, and a circular 'Benefits' button is at the bottom right. The status bar at the bottom shows system icons and the date/time.

