



SERVICE DESK WITH LANDPARK HELPDESK

Improve turnaround time by deploying
a dedicated help desk solution ...



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

Successful
implementation

Choosing your service
desk



OBJECTIVES

How better choose
your service desk

Avoid complex or too simplistic
solution

You need an evolutionary
and open tool

A solution able to answer
your needs

**STRATEGIC
CHOICE**

Optimize steps for incidents
and breakdown services

manage in real time
your interventions

optimize requests
with less significant calls

If the selected tool is complex, goals to be reached will be blocked by its heaviness

If on the contrary, its approach is too simplistic, it will not make it possible to answer your requirements

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.

Landpark Helpdesk

is an indispensable tool for your technical team

**Increase
responsiveness
by setting up your
Helpdesk**

**Extend your
helpdesk to your
entire corporate
infrastructure**

**Landpark Helpdesk
is an evolving tool
that will match
your expectations**

**LANDPARK HELPDESK
INCIDENT MANAGEMENT**

**LANDPARK HELPDESK
PROBLEM MANAGEMENT**

**LANDPARK HELPDESK
REQUEST MANAGEMENT**

Enhance your service desk by providing your IT department with an enterprise-grade helpdesk solution

Increase your reactivity
by deploying a service desk

Acces to inventories
and equipment
information

A helpdesk management
extended more largely to your
company complete
infrastructure

Internet-based queries

News

Statistics

Service-level agreement
(SLA)

Tickets history

Alerts for overdue
tickets

Automated escalation

Event-based
messaging system

Treeview-managed access
rights to ticket lists

Polls
and surveys

Project
management

Knowledge base

Schedules

**Landpark
Helpdesk**



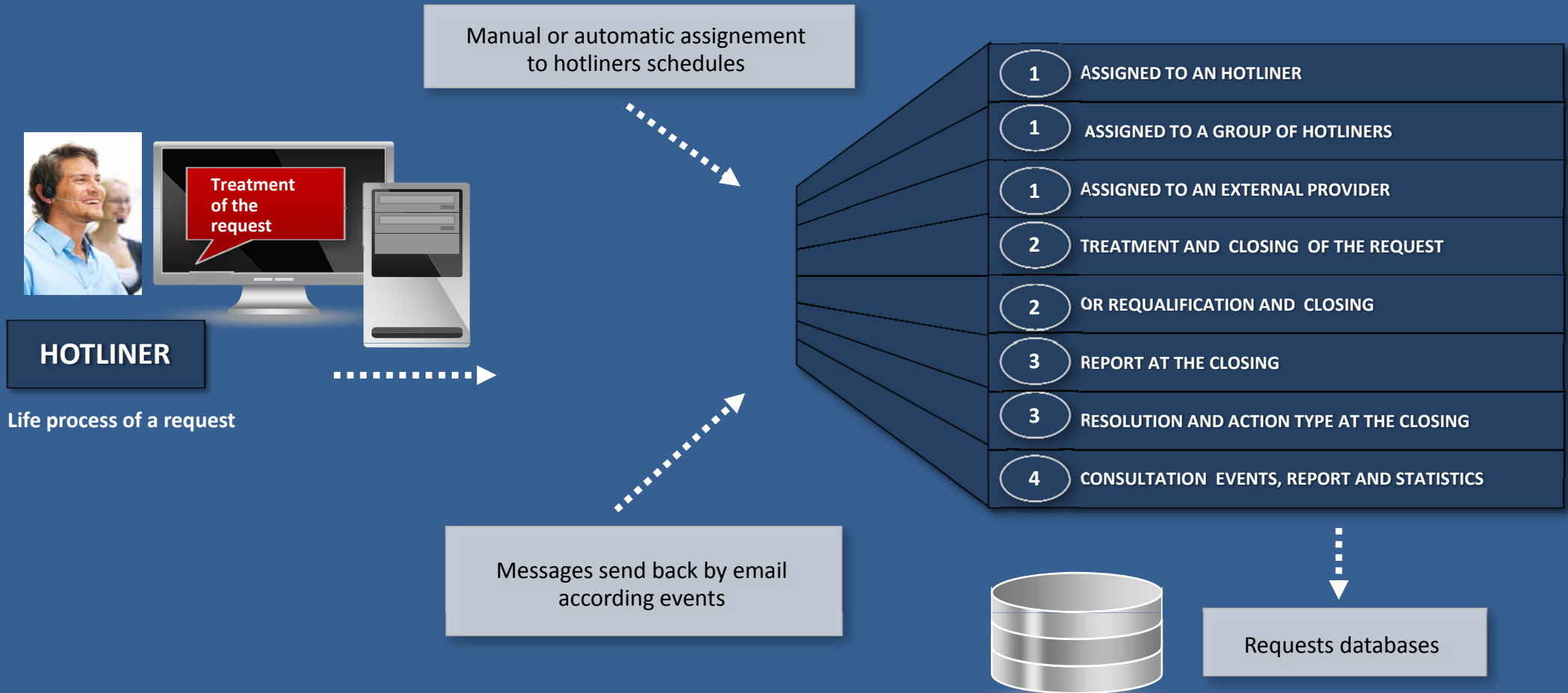
LANDPARK HELPDESK

Process to open a request



LANDPARK HELPDESK

Process to treat a request



Increase responsiveness by establishing your helpdesk team



- Any technical data gathered by the inventory and any management analysis incorporated into your IT management should eventually allow you to set up a user-oriented helpline service that best suits your business.
- Built on an incident and configuration database the objective of your support team is to find rapidly solutions to increase user productivity.

Incident resolution management extended to the entire infrastructure of your company



- The idea of a Helpdesk can be defined in broader terms and allow you to operate on other equipment (telephones, copiers etc ...) or other requests (liabilities consumables etc ...).
- You must ask yourself the following questions: who would attempt to solve technical problems using a simple Access database or an Excel file? How much does it cost to set up a Helpdesk that deals with your entire infrastructure?
- Compare the cost of hiring staff dedicated to user support with the productivity gains obtained by reducing the unavailability of computing equipment. Choosing a helpdesk tool is justified if one person is no longer able to cope with computer maintenance. In terms of return on investment, the savings are quickly tangible.

Choose the helpdesk tool that is best suited to your needs



- Choosing an unsuitable solution for your organization - without taking into account the expectations of your users in terms of service - is contrary to the objectives of your business.
- Above all, your helpdesk must be effective. If the selected tool is complex, the objectives will be hindered by its bulkiness. On the other hand, if the approach is too simplistic, it will not meet your requirements.
- The flexibility of our applications will offer the best solutions compared to heavyweight and poorly adapted products: Landpark Helpdesk is an evolving tool that matches your expectations.

Landpark Helpdesk is an indispensable tool for your technical team



- It 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 locations.
- You will be able to respond to a growing number of requests without having to increase the number of technicians.
- 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 all your staff, it allows your technical team to streamline all your processes by providing an effective response to all requests.

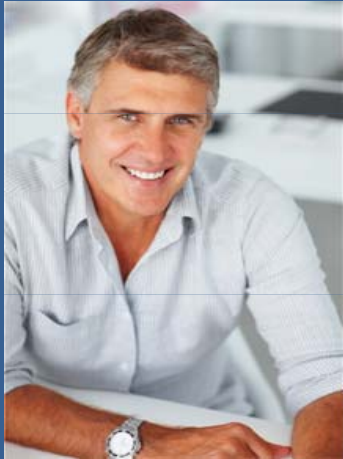
How Landpark Helpdesk helps you reduce costs



- Our technology allows us to offer a customized support organization thereby allowing better management of your displacements and maximum visibility of your assets.
- Without having to install any software, you can check all your equipment via the Internet, track your incidents and requests manage your applications, view equipment-related contracts your needs, your incoming call statistics and calls by problem type.
- Information is accessible anywhere, anytime: automatic identification of hardware and technical composition identification of all installed software, access to the knowledge base.
- Landpark Helpdesk can effectively manage your technical support. At the heart of your IT management, it is essential to communicate all your information via the Internet.

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

Acces to inventories and
equipement information

Statistics

Service-level agreement
(SLA)

Automated escalation

Treeview-managed access
rights to ticket lists

Schedules

Knowledge base

Project management

Polls and surveys

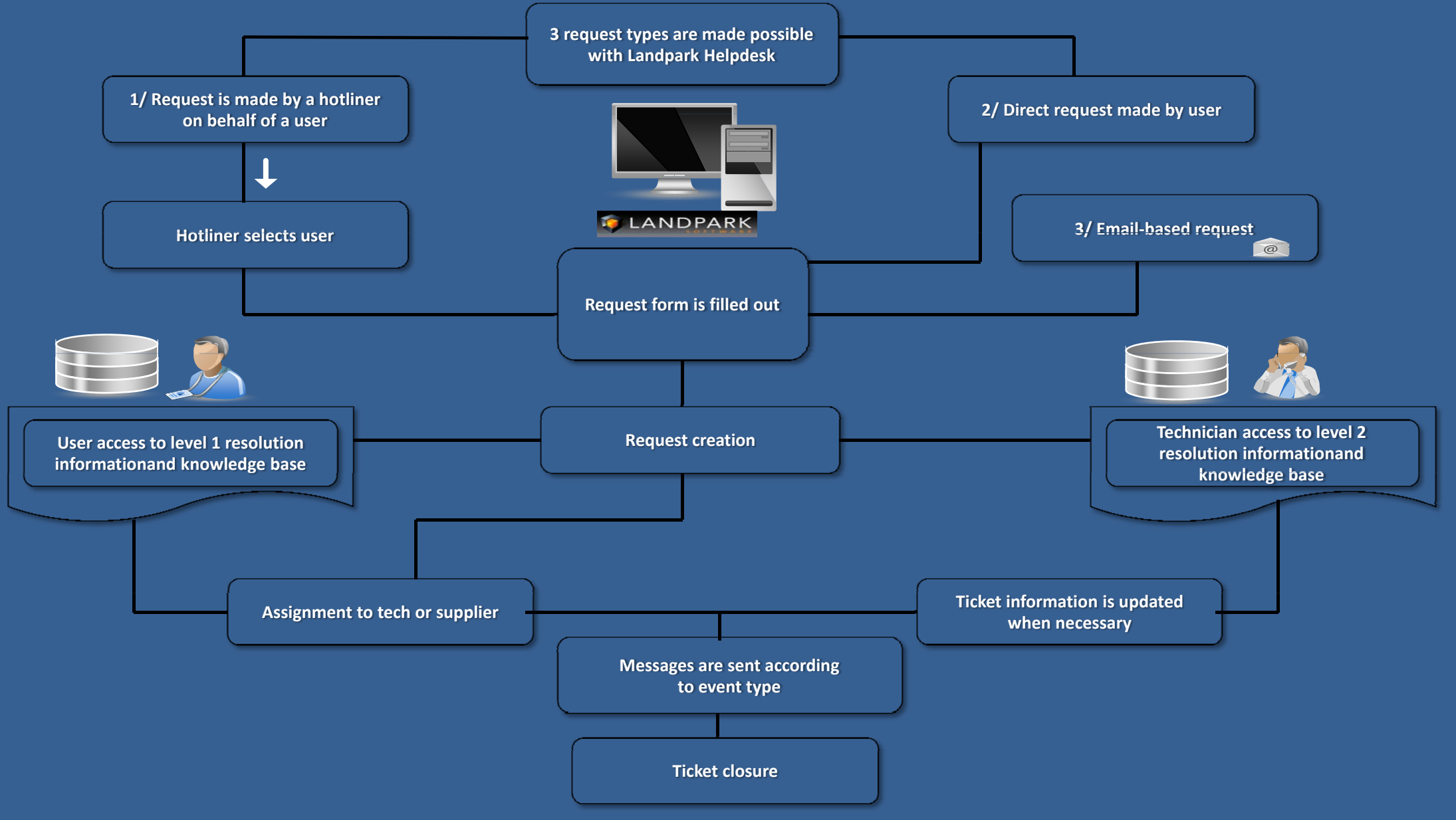
Event-based messaging
system

Alerts for overdue tickets

Tickets history

Internet-based queries

News



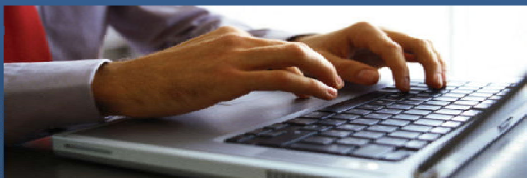
1

Requests directly made by a user

Landpark Helpdesk

100 % for a better technical support

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



2

Requests made on behalf of a user

- Tree search with problem-related keywords.
- Objects linked to the user.
- Change priorities depending on access rights.
- Attach files to the request.

The screenshot displays the Landpark Helpdesk interface for creating a service request. The interface is organized into several sections:

- General info:** Includes fields for 'User name' (Administrator Landpark), 'Phone number' (0033 2 47 85 86 30), and 'Email address' (admindemo@cerus.net).
- Formulaires:** Contains a 'Request type' dropdown menu and a 'Search' button.
- Request type:** A tree view showing categories like 'Environment', 'Incidents', 'Network', and 'Software incident'.
- Equipment:** A list of hardware components including 'Orange - ALL managed service', 'Orange - CC Back office', 'Orange - CC Data support', 'Orange - Corporate Care', 'Orange - I.T. - Billing', 'Orange - I.T. - IN&AS', 'Orange - I.T. - IP Networks', 'Orange - ISP', 'Orange - Radio and Optimisation', 'Orange - SMC - RT (Services Management)', 'Orange - TMC-Core', 'Orange - TMC-Radio', 'Site 1', 'Site 2', 'Site 3', 'Site 4', and 'Site 5'.
- Hardware configuration:** A tree view showing system components like 'ADMIN-PC-0001 ODIN', 'System devices', 'Printers', 'Operating systems', 'BLOIS BLOIS', 'Display adapters', 'Network interface cards', 'Keyboards', 'Processors', 'System devices', 'Disk drives', 'Monitors', 'CDROM drives', 'Logical drives', 'Memory', 'USB ports', and 'COM/LPT ports'.
- Description:** Includes a 'Priority' dropdown (set to 'UNDER CONTRACT / IN 4 HOURS'), a 'Check, if you do not wish to attach hardware device information to this request' checkbox, and a 'Problem description' text area.
- Additional info:** A text area for additional information, containing the text 'Please call after 10 PM'.
- Technical info:** A text area for technical information.

At the bottom of the interface, there is a banner for 'Landpark Helpdesk 100% for a better technical support' and a 'Benefits' button.



3

Requests made by email

LANDPARK HELPDESK

0 unread messages | 10 unread memos

Service tickets Thursday, May 05, 2016 11:40

Key: None

Open Scheduled On hold Closed Resumed Cancelled Confirmed All

ID	Date	Title	Name	Priority	Assigned to	User	Company	Status
INT124	05/05/16 11:39	reset site	Reset site	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT173	05/05/16 11:39	Change settings	Change settings	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT172	05/05/16 11:38	Failed activations	Failed activations	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT171	05/05/16 11:38	Call failures	Call failures	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT170	05/05/16 11:32	Router incident	Router/ Firewall	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT169	05/05/16 11:31	Modem incident	Modem	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT168	05/05/16 11:30	Hub incident	Hub/Switch	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT167	05/05/16 11:30	Land domain incident	LAN domain	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT166	05/05/16 11:29	Software incident	Software incident	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT165	05/05/16 11:28	network incident	Network incident	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT164	05/05/16 11:27	Printer jam	Printer jam	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT163	05/05/16 11:26	Power grid problem	Power grid	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT162	20/05/16 14:59	material demand	material demands	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT159	03/07/16 06:25	Test 1	Test 1	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT154	20/06/14 06:20	From SMC-4T / Work on poor site...	Drive tests	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT139	20/06/14 08:42	PC EXAMPLE	Problems	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT112	23/08/11 08:47	Software won't install properly	Software incident	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT111	23/08/11 08:46	Problem with power supply	Power supply	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open
INT108	23/08/11 12:33	Order office equipment	Office supplies	MEDIUM PRIORITY	Administrator	Administrator	Site 1	Open

Ticket details

ID: INT124 Date: 05/05/16 11:39 Priority: MEDIUM PRIORITY

User: Administrator Landpark Phone: 0033 2 47 85 96 30

Problem: Reset site

Location: Site 1

Request ID: DHD197

Estimated time: 00:30 (01:00)

Mean time: 02:00:00

Travel time: 00:00 (01:00)

Priority: MEDIUM PRIORITY

Total time: 1 min

Task duration: 0 min

Attachments: Name Size

LANDPARK HELPDESK

LANDPARK

my printer is broken

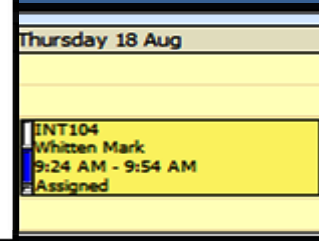
Thank you

Eric Deshayes des Horts
LANDPARK
Adresse: 1 - 110 rue Rossard
91100 Tours - France
Tel: 02 47 85 96 36
Fax: 02 47 51 48 77
Email: sdm@cepsa.net

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



- Ticket that are marked for automated scheduling are automatically assigned to the right technician.

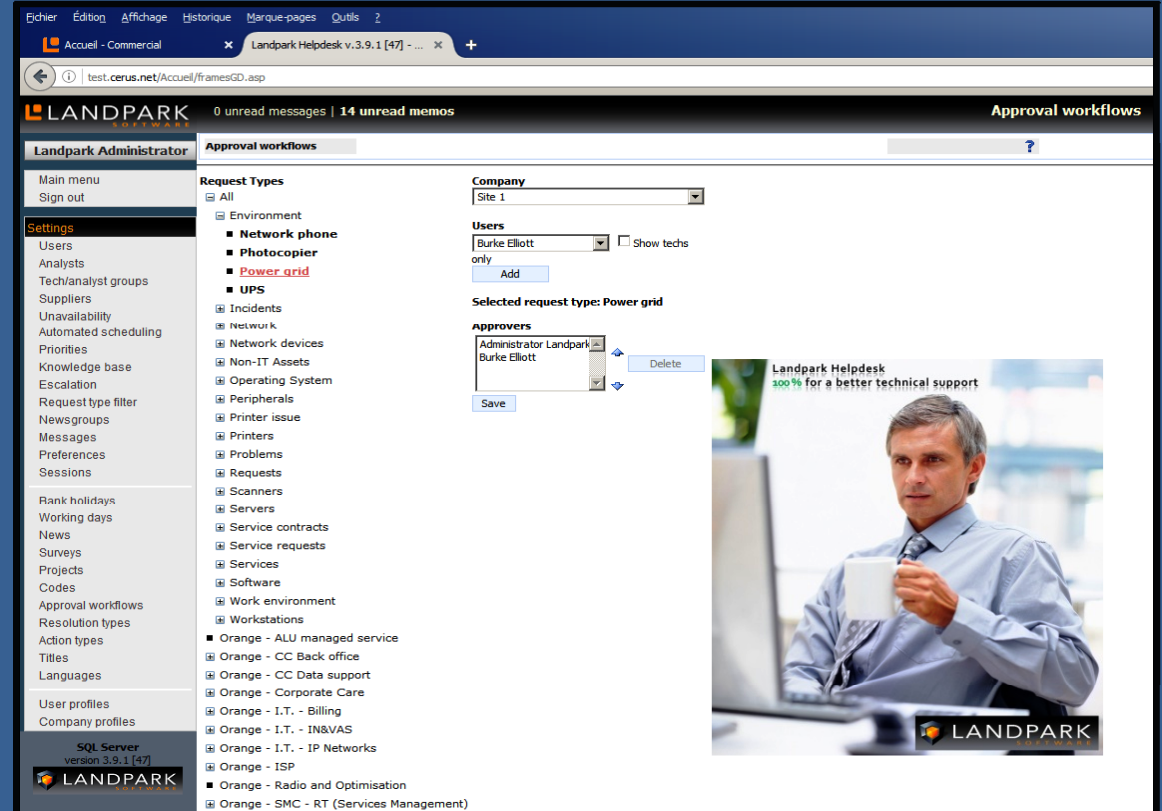
Validation chains

- Validation chains allow you to specify who is responsible for validating specific requests.
- A validation process can be defined so that 2 people (visible in list) are asked to validate a power grid request for instance.
- Those 2 persons will be required to validate this request in a pre-defined order. Every time an authorized person validates a request of this type a notification is sent to the next person in the validation chain.

Priority: Medium

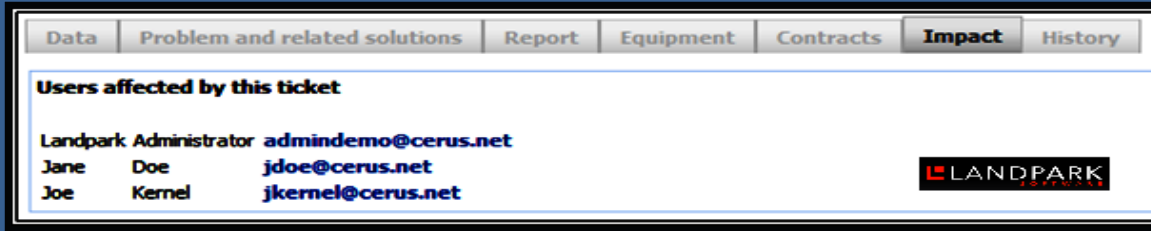
Hotliner : Administrator Landpark

Validation status Awaiting validation by Joe Kernel



- The example shows a power grid request ready to perform under validation.

User impact assessment



- Shows what users are affected by a given ticket.
- Affected users can also be notified by email.
- The above example shows 2 users that are potentially affected by a printer-related incident.



List of tickets by status

LANDPARK 0 unread messages | 14 unread memos

Service tickets Friday, May 06, 2016 11:51

Key: ☐ None ☐ Open ☐ Scheduled ☐ On hold ☐ Closed ☐ Resumed ☐ Canceled ☐ Confirmed ☐ All

ID	Date	Title	Name	Priority	Assigned to	User	Company	Status
INT160	02/07/14 14:10	Leased Line Link Off	Leased Line Link Off	CRITICAL PRIORITY		Administrator	Site 1	Closed
INT158	01/07/14 10:38	Leased line link off	Leased Line Link Off	CRITICAL PRIORITY	Jim Boyd	Administrator	Site 1	Closed
INT157	23/06/14 09:28	From SMC - RT / Troubleshoot d...	Troubleshoot client link	CRITICAL PRIORITY	Mark Whitten	Administrator	Site 1	Closed
INT196	23/06/14 09:23	From Corporate Care / Leased Lin...	Troubleshoot client link	CRITICAL PRIORITY	Kendall Morales	Administrator	Site 1	Closed
INT155	23/06/14 09:22	Leased line link off	Leased Line Link Off	CRITICAL PRIORITY	Jim Boyd	Administrator	Site 1	Closed
INT153	20/06/14 16:19	Work on poor site KPIs	Work on poor site KPIs	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT152	20/06/14 16:16	From SMC - RT / Work on poor site...	Drive tests	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT151	20/06/14 16:13	Work on poor site KPIs	Work on poor site KPIs	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT150	20/06/14 16:11	Work on poor site KPIs	Work on poor site KPIs	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT149	20/06/14 16:09	Work on poor site KPIs	Work on poor site KPIs	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT148	20/06/14 15:56	Work on poor site KPIs	Work on poor site KPIs	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT147	20/06/14 15:55	Reset site	Reset site	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT146	20/06/14 15:43	Problems	Problems	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT145	20/06/14 15:41	Work on poor site KPIs	Work on poor site KPIs	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT144	20/06/14 15:36	Reset site	Reset site	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT142	20/06/14 15:33	Reset site	Reset site	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT141	20/06/14 15:30	reset site	Reset site	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT140	20/06/14 15:28	reset site	Reset site	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT138	22/05/14 10:22	problem PC	Hardware incident	LINKER CONTRACT / IN 4 HOURS	Mark Whitten	Administrator	Site 1	Closed
INT137	11/04/14 10:52	Photocopier	Photocopier	MEDIUM PRIORITY		Administrator	Site 1	Closed
INT136	08/04/14 10:15	network devices - Hub/Switch	Hub/Switch	SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N° 1	AT&T	Administrator	Site 1	Closed

Ticket details

ID: INT136 Date: 08/04/14 10:15 Priority: SERVICE LEVEL AGREEMENT / SERVICE CONTRACT N° 1

User: Administrator Landpark Phone: 0033 2 47 85 86 30 Hotline: Administrator Landpark

Problem: Network devices - Hub/Switch Equipment: ERJC Alert: 04/08/14 15:14

Location: Site 1 Request ID: DM145

Benefits

Estimated time: 00:30 (0+1:00)
 Mean time: 02:00:00
 Travel time: 00:00 (0+1:00)
 Priority: SERVICE LEVEL AGREEMENT
 Total time: 0 min
 Task duration: 2 h 0 min

Attachments

Name Size

Additional info: Scheduled on 08/04/2014 10:25, assigned to a supplier (AT&T)

LANDPARK HELPDESK

- Displays the expected lead time the opening time and processing time when closed.
- Problems and associated solutions.
- Remote control.
- The user can view its ongoing requests list to know the status of each of its requests.



Contract alerts

Data

Problem and related solutions

Report

Equipment

Contracts

Impact

History



Warranties

Device	ID	Reference number	Supplier	Maintenance operation type	Delay (change)	Start date	Expires
 Computer	JDOE-PC-0002	WARR001	Dell Computers Inc.			6/19/2010	12/19/2010 

Maintenance contracts

Device	ID	Reference number	Supplier	Maintenance operation type	Delay (change)	Start date	Expires
 Computer	JDOE-PC-0002	MAIN001	Dell Computers Inc.			6/19/2010	12/19/2010 

Loan agreements

Device	ID	Reference number	Receiver	City	Start date	Expires
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- The 'Contracts' tab on the ticket details page.

- Shows the maintenance contracts or guarantees that have expired, and that are related to the current ticket's hardware information.



Technician Schedule

The screenshot displays the Landpark Helpdesk v.3.6 [34] interface within a Windows Internet Explorer browser. The interface includes a top navigation bar with the Landpark logo and a sidebar with various menu items such as 'Sign out', 'About', 'Change password', 'Requests', 'Tickets', 'Tools', and 'Administration'. The main content area shows a 'Tickets' section with details for a specific ticket (INT64) and a 'Technicians assigned to this task' table. Below this, a calendar view for September 2010 is displayed, showing the schedule for technicians. The calendar is organized by day (Monday 13 Sep to Friday 17 Sep) and time slots (8:00 AM to 4:00 PM). Technicians and their assigned tasks are shown as colored blocks within the calendar grid. A tooltip for ticket INT64 is visible, providing details about the problem, priority, user, location, and technician.

Tickets

Code: INT64 Date: 2/9/09 3:41 PM Priorité: Blocking
Demandeur: MAURIX Claude Téléphone: 02 47 85 86 30 Alarme: 2/10/09 9:41 AM
Problème: Office Code dem.: DMD72
Localisation: Cens Informatique - Tours - Acti Bureaux - 1st floor - Sales department Statut: A Attribuer

Technicians assigned to this task

Start date	End date	Technician	Description
9/15/10 12:30 PM	9/15/10 1:00 PM	DOOLITTLE Michael	

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Calendar View: September 2010

Today: 13 Day 1 3 Work week 7 Week 31 Month

Monday 13 Sep

- 8:00 AM - 9:00 AM: INT64 MAURIX Claude Assigned

Tuesday 14 Sep

- 8:00 AM - 9:00 AM: INT64 MAURIX Claude Assigned
- 9:00 AM - 10:00 AM: INT64 MAURIX Claude Assigned
- 10:00 AM - 11:00 AM: INT64 MAURIX Claude Assigned
- 11:00 AM - 12:00 PM: INT64 MAURIX Claude Assigned
- 12:00 PM - 1:00 PM: INT64 MAURIX Claude Assigned
- 1:00 PM - 2:00 PM: INT64 MAURIX Claude Assigned
- 2:00 PM - 3:00 PM: INT64 MAURIX Claude Assigned
- 3:00 PM - 4:00 PM: INT64 MAURIX Claude Assigned

Wednesday 15 Sep

- 8:00 AM - 9:00 AM: INT64 MAURIX Claude Assigned
- 9:00 AM - 10:00 AM: INT64 MAURIX Claude Assigned
- 10:00 AM - 11:00 AM: INT64 MAURIX Claude Assigned
- 11:00 AM - 12:00 PM: INT64 MAURIX Claude Assigned
- 12:00 PM - 1:00 PM: INT64 MAURIX Claude Assigned
- 1:00 PM - 2:00 PM: INT64 MAURIX Claude Assigned
- 2:00 PM - 3:00 PM: INT64 MAURIX Claude Assigned
- 3:00 PM - 4:00 PM: INT64 MAURIX Claude Assigned

Thursday 16 Sep

- 8:00 AM - 9:00 AM: INT64 MAURIX Claude Assigned
- 9:00 AM - 10:00 AM: INT64 MAURIX Claude Assigned
- 10:00 AM - 11:00 AM: INT64 MAURIX Claude Assigned
- 11:00 AM - 12:00 PM: INT64 MAURIX Claude Assigned
- 12:00 PM - 1:00 PM: INT64 MAURIX Claude Assigned
- 1:00 PM - 2:00 PM: INT64 MAURIX Claude Assigned
- 2:00 PM - 3:00 PM: INT64 MAURIX Claude Assigned
- 3:00 PM - 4:00 PM: INT64 MAURIX Claude Assigned

Friday 17 Sep

- 8:00 AM - 9:00 AM: INT64 MAURIX Claude Assigned
- 9:00 AM - 10:00 AM: INT64 MAURIX Claude Assigned
- 10:00 AM - 11:00 AM: INT64 MAURIX Claude Assigned
- 11:00 AM - 12:00 PM: INT64 MAURIX Claude Assigned
- 12:00 PM - 1:00 PM: INT64 MAURIX Claude Assigned
- 1:00 PM - 2:00 PM: INT64 MAURIX Claude Assigned
- 2:00 PM - 3:00 PM: INT64 MAURIX Claude Assigned
- 3:00 PM - 4:00 PM: INT64 MAURIX Claude Assigned

Tools

- Find a solution
- User information
- Hardware information
- Company information
- Notifications
- Find ticket
- Queries
- Statistics

Administration

- Settings
- Sessions

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

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN - Windows Internet Explorer

http://test.cerus.net/AccueilFramesGD.asp

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN

0 unread messages

LANDPARK

Message configuration

Saturday, September 18, 2010 17:35

Events: Scheduled task

Message Subject: Ticket [co]

Message: Scheduled task cancellation
Ticket n° [ticket_n°]
Ticket on hold
Closed ticket
Reopened ticket
User: [r] Ticket confirmation
Location: Ticket cancellation
Ticket update
Hotliner: Ticket escalation
Problem: [probleme]
Description: [description]
Additional info: [precisions]
Information for this ticket:
Estimated time: [duree_prevue]

Companies: All

Use identical messages for all companies

Sender information

Determine automatically

Use the following information

Name: []

E-mail: []

Recipients:

Send to user: E-mail [v]

Send to manager: E-mail [v]

Send to hotliner: E-mail [v]

Send to relevant technicians: E-mail [v]

Field technicians:

Send to technicians: E-mail [v]

Send to technical support groups: E-mail [v]

Send to suppliers: E-mail [v]

Confirm

Host groups

Available groups

Test

Selected groups

Landpark Helpdesk

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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 requalification.
- Report is fed to the knowledge base.
- Detailed ticket history.

Landpark Helpdesk v. 3.6 [34] - Landpark ADMIN - Windows Internet Explorer

http://test.cerus.net/Accueil/framesGD.asp

Fichier Edition Affichage Favoris Outils ? X Convertir Sélectionner

Favoris Sites suggérés


Landpark Helpdesk v. 3.6 [34] - Landpark ADMIN

LANDPARK 0 unread messages Tickets Saturday, September 18, 2010 17:39

Key: Technical support eng ADMIN Landpark Search

☐ Pending assignment ☒ Assigned ☐ On hold ☐ Closed ☐ Resumed ☐ Cancelled ☐ Confirmed ☐ All

ID	Date	Title	Request type	Priority	User	Company	Status
TKT 121	16/09/10 03:18	Scanner problem	Configuration	High	CHEESY	Cerus Informatique	Assigned



Ticket details

ID: TKT 121 Date: 16/09/10 03:18 Priority: High

User: CHEESY Luke Phone: 06 30 74 51 39 Hotliner: ADMIN Landpark

Problem: Scanners - Configuration Equipment: PC-INGL - 20 Alert: 16/09/10 18:00

Location: Cerus Informatique - Tours - Acti Bureaux - 1st floor - IT services Request ID: REQA1010

Data Problem and related solutions Report Equipment History

Date: 18/09/2010 Lead time: 01:10 (H:MM) Auto send emails ☒

Report: problem solved

Technical notes:

Solution type: Undefined

Update Confirm Close Suspend Reassign

LANDPARK HELPDESK

Internet 100%

Data Problem and related solutions Report Equipment Contracts Impact History

User: Doe Jane on 22/08/2011 at 12:34

Closed by Landpark Administrator le 22/08/2011 12:34

Resolution type:

Action type:

-----Ticket

created by Landpark Administrator le 22/08/2011 12:34

Title: Network failure

Description:

Additional notes:

Tech. notes:

Estimated time: 00:30

Travel time: 00:00

Priority: Medium

LANDPARK SOFTWARE

Searching for a solution

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN - Windows Internet Explorer

http://test.cerus.net/Accueil/framesGD.asp

Fichier Edition Affichage Favoris Outils ?

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN

LANDPARK 0 unread messages Find a solution Sunday, September 19, 2010 09:02

Landpark ADMIN

- Sign out
- About
- Change password

Requests

- Create request on behalf of user
- Create request
- Create simple request
- View requests

Tickets

- View tickets
- Tech schedule
- Supplier schedule

Tools

- Find a solution
- User information
- Hardware information
- Company information
- Notifications
- Find ticket
- Queries
- Statistics

Administration

- Settings
- Sessions

Problems

Search

Problem description

Installation

Solutions

ID: Installation
Level: 1 (accessible to all users)
Instructions: Solution to problem

ID: Installation solution 2
Level: 1 (accessible to all users)
Instructions: Installation Instructions 2

Name	Size
lcc_image004_jpg@01CAS181.jpg	85,49 Ko

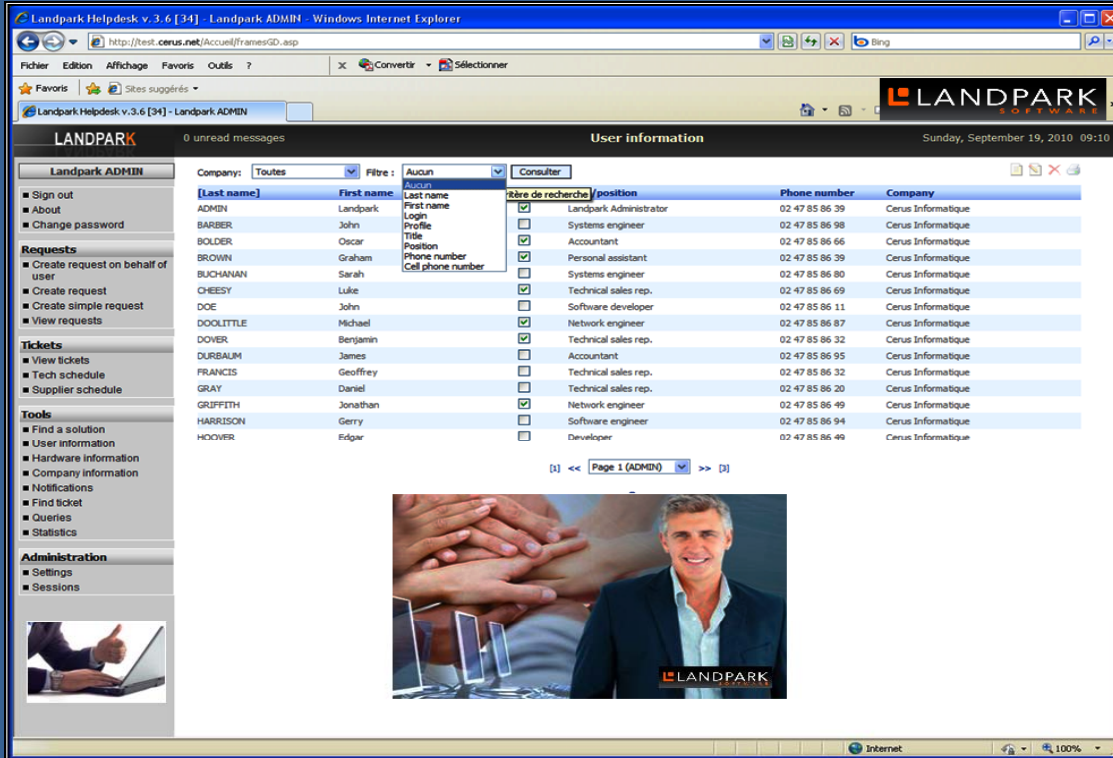
LANDPARK HELPDESK

Terminé

- To provide users with a basic (level 1) knowledge base.
- To provide the support team with a technical (level 2) knowledge base.
- Attach solutions and related forms to help users and technicians.
- Enriching the knowledge base when closing.

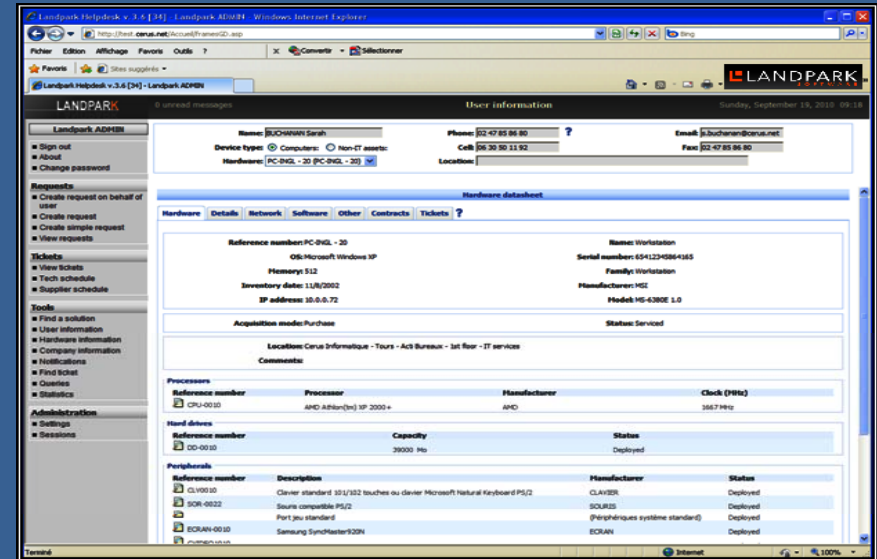


Searching for items that are associated with each user



The screenshot shows the LANDPARK ADMIN interface in a web browser. The page title is "LANDPARK v.3.6 [34] - LANDPARK ADMIN - Windows Internet Explorer". The URL is "http://test.cerus.net/Accueil/framesID.asp". The interface includes a sidebar with navigation links: Sign out, About, Change password, Requests (Create request on behalf of user, Create request, Create simple request, View requests), Tickets (View tickets, Tech schedule, Supplier schedule), Tools (Find a solution, User information, Hardware information, Company information, Notifications, Find ticket, Queries, Statistics), and Administration (Settings, Sessions). The main content area is titled "User information" and displays a table of users. The table has columns for "Company", "Last name", "First name", "Position", "Phone number", and "Company". A search filter is applied to the "Position" column, showing results for "Landpark Administrator", "Systems engineer", "Accountant", "Personal assistant", "Systems engineer", "Technical sales rep.", "Software developer", "Network engineer", "Technical sales rep.", "Accountant", "Technical sales rep.", "Network engineer", "Software engineer", and "Developer". Below the table, there is a pagination control showing "Page 1 (ADMIN)".

Company	Last name	First name	Position	Phone number	Company
ADMIN	Landpark	Landpark	Landpark Administrator	02 47 85 86 39	Cerus Informatique
BARBER	John	John	Systems engineer	02 47 85 86 98	Cerus Informatique
BOLDER	Oscar	Oscar	Accountant	02 47 85 86 66	Cerus Informatique
BROWN	Graham	Graham	Personal assistant	02 47 85 86 39	Cerus Informatique
BUCHANAN	Sarah	Sarah	Systems engineer	02 47 85 86 80	Cerus Informatique
CHEESY	Luke	Luke	Technical sales rep.	02 47 85 86 69	Cerus Informatique
DOE	John	John	Software developer	02 47 85 86 11	Cerus Informatique
DOOLITTLE	Michael	Michael	Network engineer	02 47 85 86 87	Cerus Informatique
DOVER	Benjamin	Benjamin	Technical sales rep.	02 47 85 86 32	Cerus Informatique
DURBAUM	James	James	Accountant	02 47 85 86 95	Cerus Informatique
FRANCIS	Geoffrey	Geoffrey	Technical sales rep.	02 47 85 86 20	Cerus Informatique
GRAY	Daniel	Daniel	Technical sales rep.	02 47 85 86 30	Cerus Informatique
GRIFFITH	Jonathan	Jonathan	Network engineer	02 47 85 86 49	Cerus Informatique
HARRISON	Gerry	Gerry	Software engineer	02 47 85 86 94	Cerus Informatique
HOOVER	Edgar	Edgar	Developer	02 47 85 86 40	Cerus Informatique



The screenshot shows the LANDPARK ADMIN interface in a web browser, displaying detailed hardware information for a specific user. The page title is "LANDPARK v.3.6 [34] - LANDPARK ADMIN - Windows Internet Explorer". The URL is "http://test.cerus.net/Accueil/framesID.asp". The interface includes a sidebar with navigation links: Sign out, About, Change password, Requests (Create request on behalf of user, Create request, Create simple request, View requests), Tickets (View tickets, Tech schedule, Supplier schedule), Tools (Find a solution, User information, Hardware information, Company information, Notifications, Find ticket, Queries, Statistics), and Administration (Settings, Sessions). The main content area is titled "User information" and displays a form for a user named "BUCHANAN Sarah". The form includes fields for "Name", "Phone", "Email", "Device type", "Computer", "Non-IT assets", "Hardware", "PC-ENG", "PC-ENG", "PC-ENG", "Location", and "Status". Below the form, there is a "Hardware database" section with tabs for "Hardware", "Details", "Network", "Software", "Other", "Contracts", and "Tickets". The "Hardware" tab is selected, showing a table of hardware items. The table has columns for "Reference number", "Processor", "Manufacturer", "Clock (MHz)", "Hard drives", "Reference number", "Capacity", "Status", "Peripherals", "Reference number", "Description", "Manufacturer", and "Status".

Reference number	Processor	Manufacturer	Clock (MHz)
CPU-0010	AMD Athlon(tm) XP 2000+	AMD	3600 MHz

Reference number	Capacity	Status
DD-0010	38000 MB	Deployed

Reference number	Description	Manufacturer	Status
CLV0010	Clavier standard 101/102 touches ou clavier Microsoft Natural Keyboard PS/2	CLAVIER	Deployed
SOK-0022	Source compatible PS/2	SOURCES	Deployed
ECRAN-0010	Peripherals système standard	ECRAN	Deployed

- 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

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN

Search key: < Company > < Device type > < Search key > Search ?

Reference number	Type	Manufacturer	Serial number	Company
PC-ADM - 14	Workstation	MSI	231231315	Cerus Informatique
PC-CMPT - 15	Workstation	MSI	12313556654	Cerus Informatique
PC-EXEMPLE	Workstation	MSI	N5699842687133	Cerus Informatique
PC-INGL - 17	Workstation	MSI	646545128645	Cerus Informatique
PC-INGL - 19	Workstation	MSI	6546432154513	Cerus Informatique
PC-INGL - 20	Workstation	MSI	65412345684165	Cerus Informatique
PC-STATION-0004	Workstation	Compaq	456456513289	Cerus Informatique
PC-STATION-0005	Workstation	MSI	456456513289	Cerus Informatique
PC-STATION-0006	Workstation	MSI	456456513289	Cerus Informatique
PC-STATION-0007	Workstation	MSI	456456513289	Cerus Informatique
PC-STATION-0008	Workstation	MSI	123456845266	Cerus Informatique
PC-STATION-0009	Workstation	MSI	45698513513	Cerus Informatique
PC-VENT - 10	Laptop	MSI	6211231211123	Cerus Informatique
PC-VENT - 11	Laptop	MSI	5645301324564	Cerus Informatique
PC-VENT - 12	Laptop	MSI	6542123154563	Cerus Informatique
PC-VENT - 13	Laptop	MSI	34564541332	Cerus Informatique
PC-VENT - 21	Laptop	MSI	12345646589	Cerus Informatique
PC-VENT - 22	Laptop	MSI	231321232	Cerus Informatique
PC-VENT - 23	Laptop	MSI	65412318465	Cerus Informatique
PC-VENT - 24	Laptop	MSI	321213132123	Cerus Informatique
PC-VENT - 25	Laptop	MSI	9451684523132	Cerus Informatique
SRV-DOWN - 27	Data server	MSI	123123132123	Cerus Informatique

Hardware datasheet

Family	Name	Version	License key
Business	Application Serveur de Landpark Network IP	0.9.8.0	
Database	Utilitaire de mise à niveau de la disposition de b	8.00.0194	
Graphics	Paint Shop Pro	2.0.0.0	
Graphics	Connexion Bureau à distance	5.1.2600.1106 (xppp1.020828-1920)	
Graphics	Microsoft Monitoring Editor	5.1.2600.1106 (xppp1.020828-1920)	
Office	Microsoft Visio 2003	5.1.2600.0 (xpdent.010817-1148)	
Office	Windows® NetMeeting®	4.4.3400	
Office	Microsoft MapPoint 2003	5.1.2600.0 (xpdent.010817-1148)	
Office	Partage de Bureau à distance NetMeeting	4.4.3400	
Office	Microsoft Windows XP	5.1	
Office	Microsoft Office Excel	10.0.2614	
Office	Microsoft Office FrontPage	10.0.2623	
Office	Microsoft Office Access	10.0.2627	
Office	Microsoft Office XP Office	10.0.2609	
Office	Microsoft Office Outlook	10.0.2637	
Office	Microsoft Office Word	10.0.2627	
Programming	WinDev	7.01Qsd	
Programming	InstallShield (R) Command Line Compile Utility	7.03.131	
Utility program	Windows Media Player	6.4.09.1125	
Utility program	WinZip Executable	10.0 (32-bit)	
Utility program	WinZip Self-Extractor Executable	1.0	

- Complete search for IT or non-IT items using the Landpark Manager database and returning detailed item information.

Memos and alerts for overdue tickets

Landpark Helpdesk v.3.8 [43] - Landpark Administrator - Windows Internet Explorer

0 unread messages | 1 unread memo

Memos

Memos from 2011

Due	Priority	Subject	Technician	Processed
26/07/2011		Intervention DNT 102 hors délai	Landpark Administrator	N
01/08/2011		Intervention DNT 104 hors délai	Mark Whitten	N

Trailer Modifier Supprimer

Add memo

Due: 21/08/2011 ☐ Processed

Subject:

Priority: Less important

Enregistrer

LANDPARK HELPDESK

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

Data Problem and related solutions Report Equipment History

Title: Scanner configuration

Description: Scanner configuration

Additional info:

Pending assignment

Estimated time: 00:30 (H:M:MM)

Mean time: 00:00:00

Travel time: 00:00 (H:M:MM)

Priority: High

Total time: 157j 52 min

Task duration: 0 min

Attachments

Name	Size
------	------

Alert levels

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

- Helpdesk admins will be able to specify which alert levels should be calculated in order to be notified of a ticket's remaining time before the deadline.
- Available alert thresholds.



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.



Landpark Helpdesk v.3.6 [34] - Landpark ADMIN - Windows Internet Explorer

http://test.cerus.net/Accueil/framesGD.asp

Fichier Edition Affichage Favoris Outils ?

Favoris Sites suggérés

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN

LANDPARK 0 unread messages Find ticket Sunday, September 19, 2010 09:31

Landpark ADMIN

- Sign out
- About
- Change password

Requests

- Create request on behalf of user
- Create request
- Create simple request
- View requests

Tickets

- View tickets
- Tech schedule
- Supplier schedule

Tools

- Find a solution
- User information
- Hardware information
- Company information
- Notifications
- Find ticket
- Queries
- Statistics

Administration

- Settings
- Sessions

Related request

ID: 1256 i.e: dd/mm/yyyy
Created between: 02/02/2010 and: 02/02/2010
User name: chamois
Hotliner name: john
description: virus
title: virus

Ticket

ID: i.e: dd/mm/yyyy
Created between: 02/02/2010 and: 02/02/2010
alert between: 02/02/2010 and: 02/02/2010
report: virus
history: virus

status: ☐ pending assignment ☐ confirmed
☐ assigned ☐ closed
☐ on hold ☐ 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 ☐ with interception

Request type

Search

- All
- Computers
- Environment
- Network
- Network equipment
- Operating systems
- Other
- Peripherals
- Printers
- Scanners
- Servers
- Services
- Software
- Hardware

Affected equipment

Cerus Informatique

- Stock
- Tours
- Acti Bureaux
- 1st floor
- IT services
- Management
- Printing room
- Sales department
- Server room
- Ground floor
- Tech. room
- [IMP-CAN-008] CANNON
- [IMP-CAN-009] CANNON
- [IMP-CAN-010] CANNON

Landpark® Helpdesk
Enhance your service desk by providing your IT department with an enterprise-grade help desk solution.

LANDPARK

SEARCH RESULTS								
137 service ticket(s) found								
ID	User	Title	Label	Date created	Priority	Consultant	Status	Company
TKT121	CHEESY Luke	Scanner problem	Configuration	16/09/2010	High	Landpark ADMIN	Attribuée	Cerus Informatique
TKT130	CHEESY Luke	Request for help	Configuration	08/10/2009	Urgent	Luke CHEESY	Attribuée	Cerus Informatique
TKT119	ADMIN Landpark	Broken monitor	Monitor	22/10/2009	Blocking	Graham BROWN	Attribuée	Cerus Informatique
TKT118	ADMIN Landpark	Blurry monitor	Monitor	22/10/2009	Blocking	Oscar BOLDER	Attribuée	Cerus Informatique
TKT117	ADMIN Landpark	Monitor	Monitor	22/10/2009	Blocking	John MCCARTHY	Attribuée	Cerus Informatique
TKT116	ADMIN Landpark	Problem with monitor	Monitor	22/10/2009	Blocking	Benjamin DOVER	Attribuée	Cerus Informatique
TKT115	ADMIN Landpark	Toner fumes	Printers	22/10/2009	Urgent	Luke CHEESY	Attribuée	Cerus Informatique
TKT114	ADMIN Landpark	Problem updating Win XP Win XP	Printers	21/10/2009	Blocking	Graham BROWN	Attribuée	Cerus Informatique
TKT113	ADMIN Landpark	bureau 101	Installation	20/10/2009	Medium		Clôturée	Cerus Informatique

Queries

You may use tools such as Crystal Report, Business Object, etc.

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN

Queries

Sunday, September 19, 2010 09:40

Landpark ADMIN

0 unread messages

Sign out
About
Change password
Requests
Create request on behalf of user
Create request
Create simple request
View requests
Tickets
View tickets
Tech schedule
Supplier schedule
Tools
Find a solution
User information
Hardware information
Company information
Notifications
Print ticket
Queries
Statistics
Administration
Settings
Sessions

Assets covered under maintenance contracts
Assets covered under unspecified maintenance contracts
Assets covered under unspecified warranties
Assets not in storage
Budget lines
Annual budget lines by company
Annual budgets by company
Computers
Consumables
Hard disk drives
Network elements
Network interface cards
Non-IT assets
Peripherals
Printers
Processors
Hardware locations
Asset assets

SELECT
L1.NOM AS [Société],
poste_etat_poste AS [Etat du poste],
UC.CODE_INTERNE AS [Code interne],
pvt AS [Type de poste],
UC.NUM_SERIE AS [No de série],
UC.CONSTRUCTEUR AS [Marque],
UC.MODELE AS [Modèle]
FROM
UC
LEFT JOIN poste_type PT ON UC.FAMILLE_POSTE=PT.pvt_id,
Localite L1,
Localite L4,
Localite L3,
Localite L2,
Localite L1,
poste_etat
WHERE
(UC.SICLUBANK IS NULL) AND
(UC.ETAT_UC = 1) AND
(UC.L0deuruk = L1.L0deuruk) AND
(L1.Parentdeuruk = L4.L0deuruk) AND

Query description: Computers

Société	Etat du poste	Code interne	Type de poste	No de série	Marque	Modèle
Cerus Informatique	Deployed	SRV-DONN - 27	Data server	123123132123	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	SRV-DONN - 28	Data server	321231564645	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	SRV-FICH - 26	File server	2131265464	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 10	Laptop	6211232E+12	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 11	Laptop	5,6453E+12	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 12	Laptop	6,9521E+12	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 13	Laptop	34564654132	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 21	Laptop	12345646589	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 22	Laptop	231231232	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 23	Laptop	65412318465	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 24	Laptop	3,2121E+11	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 25	Laptop	9,4516E+12	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	SRV-IMP - 29	Print server	6,5498E+11	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-ADM - 14	Workstation	231231315	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-EXMPL - 17	Workstation	N6559842687133	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-INGL - 17	Workstation	6,4654E+11	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-STATION-0004	Workstation	4,5645E+11	Compag	MS-6380E 1.0
Cerus Informatique	Deployed	PC-STATION-0005	Workstation	4,5645E+11	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-STATION-0006	Workstation	4,5645E+11	MSI	System Name System Version
Cerus Informatique	Deployed	PC-STATION-0007	Workstation	4,5645E+11	MSI	MS-6199 1.X
Cerus Informatique	Deployed	PC-STATION-0008	Workstation	12345645266	MSI	MS-6199 1.X
Cerus Informatique	Deployed	PC-STATION-0009	Workstation	45645613513	MSI	MS-6199 1.X

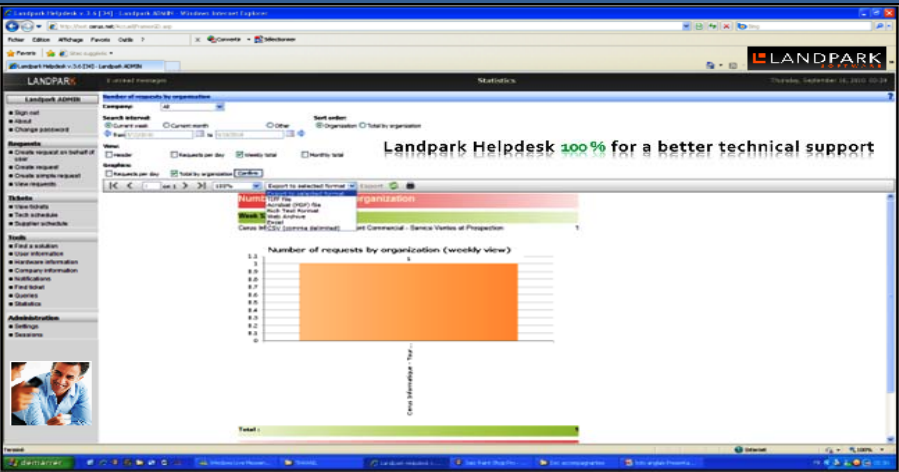
Microsoft Excel

Export: Résultats de la requête (Lecture seule)

Société	Etat du poste	Code interne	Type de poste	No de série	Marque	Modèle
Cerus Informatique	Deployed	SRV-DONN - 27	Data server	1,23123E+11	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	SRV-DONN - 28	Data server	3,21232E+11	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	SRV-FICH - 26	File server	2131265464	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 10	Laptop	6,21123E+12	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 11	Laptop	5,6453E+12	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 12	Laptop	6,9521E+12	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 13	Laptop	34564654132	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 21	Laptop	12345646589	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 22	Laptop	231231232	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 23	Laptop	65412318465	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 24	Laptop	3,2121E+11	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-VENT - 25	Laptop	9,4516E+12	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	SRV-IMP - 29	Print server	6,5498E+11	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-ADM - 14	Workstation	231231315	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-EXMPL - 17	Workstation	N6559842687133	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-INGL - 17	Workstation	6,4654E+11	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-STATION-0004	Workstation	4,5645E+11	Compag	MS-6380E 1.0
Cerus Informatique	Deployed	PC-STATION-0005	Workstation	4,5645E+11	MSI	MS-6380E 1.0
Cerus Informatique	Deployed	PC-STATION-0006	Workstation	4,5645E+11	MSI	System Name System Version
Cerus Informatique	Deployed	PC-STATION-0007	Workstation	4,5645E+11	MSI	MS-6199 1.X
Cerus Informatique	Deployed	PC-STATION-0008	Workstation	12345645266	MSI	MS-6199 1.X
Cerus Informatique	Deployed	PC-STATION-0009	Workstation	45645613513	MSI	MS-6199 1.X

- 100 predefined SQL queries exportable to Excel.





- Can be exported to several formats

Polls and surveys

LANDPARK

0 unread messages | 8 unread memos

Surveys

Thursday, August 25, 2011 13:13

Administrator Landpark

■ Sign out

■ About

■ News

■ Change password

Requests

■ Select user

■ Create request

■ Create simple request

■ View requests

Tickets

■ View tickets

■ Tech schedule

■ Supplier schedule

Tools

■ Knowledge base

■ User information

■ Hardware information

■ Company information

■ Notifications

■ Memos

■ Ticket search

■ Queries

■ Statistics

■ Projects

■ Surveys

Administration

■ Settings


■ Sessions

Commun


Title	Expiration date	Description	Status	
Customer satisfaction survey	8/29/2012	Description	●	
Workplace satisfaction survey	8/29/2012	A survey about workplace satisfaction.	●	
Annual poll	8/29/2012	description	●	
OS usage statistics	8/29/2012	What OS do you currently use?	●	

Landpark


Title	Expiration date	Description	Status	
Landpark survey	8/29/2012	A survey about Landpark	●	
Landpark technology	8/29/2012	How well do you know Landpark?	●	



LANDPARK HELPDESK



Survey results: Customer satisfaction survey



What company do you work for?

AT&T 0.00% |

Dell 0.00% |

Microsoft 0.00%

What is your current position?

[View the 0 answers](#)


Are you satisfied with our service?

Yes 0.00% |

No 0.00% |

Don't know 0.00%

[Valder](#)



- Feedback polls.

- User surveys.



Feedback questionnaires

This screenshot shows a feedback questionnaire form titled "Customer satisfaction survey". It includes fields for "Title", "Company" (with a dropdown menu set to "All"), "Description", "Request type" (set to "Network incident"), and "Expiration date" (set to "8/29/2012"). Below these fields is a table with three rows, each representing a question and its control type:

Control type	
What company do you work for?	DropDownList
What is your current position?	TextBox
Are you satisfied with our service?	RadioBox

At the bottom of the table, there is an "Add questions" button. Below the table are "OK" and "Cancel" buttons. The Landpark Software logo is visible in the bottom right corner.

This screenshot shows a ticket details page. The ticket information includes:

- Code:** DMD111
- User:** Doe Jane
- Problem:** Incidents - Network incident
- Location:** Landpark - Headquarters - Main building - Ground floor - Technical operations
- Date:** 22/08/2011 12:34
- Phone:**
- Equipment:** JDOE-PC-0002
- Title:** Network failure
- Description:** (Contains the Landpark Software logo)
- Additional information:**
- Intervention:** INT109 (Closed)

At the bottom right, there is a link that says "Provide feedback on this ticket" with a warning icon.

This screenshot shows a "Customer satisfaction survey" form. It includes the following questions and controls:

- What company do you work for?** (Dropdown menu)
- What is your current position?** (Text box)
- Are you satisfied with our service?** (Radio buttons for Yes, No, and Don't know)

At the bottom, there is an "OK" button and the Landpark Software logo.

- Gather feedback information thanks to a feedback questionnaire that is accessible whenever a ticket is resolved.
- A request type that applies to software incidents can for instance give way to a feedback questionnaire that will become accessible to the user who made the request, once the ticket has been resolved.

- The link takes the user to a feedback questionnaire which may have as much detail as required.

Automated escalation

LANDPARK

0 unread messages | 1 unread memo

Escalation

Thursday, August 18, 2011 10:22

Administrator

Main menu

Sign out

Settings

Users

Analysts

Tech/analyst groups

Suppliers

Unavailability

Automated scheduling

Priorities

Knowledge base

Escalation

Request type filter

Newsgroups

Notifications

Preferences

Sessions

Bank holidays

Working days

News

Surveys

Projects

Validation chains

Resolution types

Action types

Titles

Languages

Profiles & permissions

Company profiles

Automated escalation settings

Escalation list

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

Request types

All

Default request

Document requests

Incidents

Printer issue

Problems

Service requests

New computer request

New printer request

Landpark

Escalation title

Printer issue => New printer request

Description

Initial request type

Printer issue

Request type after escalation

New printer request

Save

LANDPARK HELPDESK

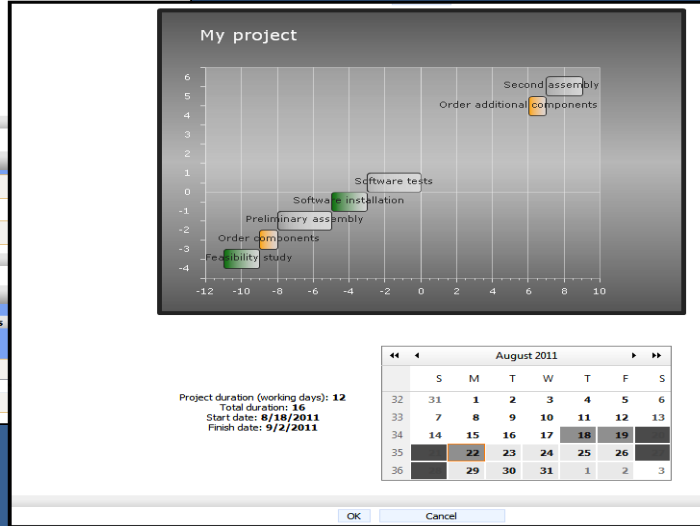
- Automated escalations allow certain types of requests to be related to other requests in order to operate an escalation.
- The chaining of problems is not limited to two types of problems: you can link as many types of problems as you wish. You can for instance specify that a request for printer cartridges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

- Request type A or initial request.
- Request type B or request after escalation.



Project management

Title: My project
Company: Commun
Project description goes here.
Description:
Start date: 8/18/2011
Priority: Medium
Status: Active
Kernel Joe Add
Users:
Administrator Landark
Dne lann
Jennings Clyde
Tasks:
Title Description Priority Status Progress Duration Prerequisites
Feasibility study Phase during which members weigh the pros and the cons of the project, after several brainstorming sessions. Urgent Finished 100% 2



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	Finished	100%	2		
Order components	Hardware components are ordered.	Medium	Not started	0%	1	Feasibility study	
Preliminary assembly	Components are assembled.	Low	Not started	0%	3	Order components	
Software installation	Software is installed and configured.	High	Finished	0%	2	Preliminary assembly	
Order additional components	Additional components are ordered.	Medium	Not started	0%	1	Preliminary assembly	
Second assembly	New components are configured.	High	Not started	0%	2	Order additional components	
Software tests	Software is tested after hardware configuration is correct.	Medium	Not started	0%	3	Software installation	

- Planning, scheduling, project phases with percentage of the state of progress of each project phase.
- Who is involved in the project, maturity of the project, etc ...

- Description, priority, status advancement, prerequisites and participants.

Technicians management

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN - Windows Internet Explorer

http://test.cerus.net/Accueil/framesGD.asp

Fichier Edition Affichage Favoris Outils ?

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN

LANDPARK SOFTWARE

0 unread messages

Technician settings

Sunday, September 19, 2010 10:06

Landpark ADMIN

Company: Select a company Search key: last name Find

Name	Position	Phone	Cell	Status
ADMIN	Landpark Administrator	02 47 85 86 39	06 30 64 52 95	Active
BOLDER	Accountant	02 47 85 86 66	06 30 26 46 18	Active
BROWN	Personal assistant	02 47 85 86 39	06 30 53 15 36	Active
CHEESY	Technical sales rep.	02 47 85 86 69	06 30 74 51 39	Active
DOOLITTLE	Network engineer	02 47 85 86 87	06 30 60 98 88	Active
DOVER	Technical sales rep.	02 47 85 86 32	06 30 39 11 65	Active
GRIFFITH	Network engineer	02 47 85 86 49	06 30 49 35 50	Active
KERNELL	Research scientist	02 47 85 86 82	06 30 77 47 49	Active
LITTLE	Technician	02 47 85 86 89	06 30 73 86 12	Active
MAVERICK	Technician	02 47 85 86 30	06 30 12 90 74	Active
MCCARTHY	Technical sales rep.	02 47 85 86 27	06 30 18 67 44	Active

Schedule

Morning: 08:30 to 12:00 Afternoon: 14:00 to 19:00 (hh:mm) Update

Problems

- Common
 - ☒ Computers
 - ☒ Environment
 - ☒ Photocopier
 - ☒ Power grid
 - ☒ Telephone network
 - ☒ Uninterruptible power supply
 - ☒ Network
 - ☒ Network equipment
 - ☒ Operating systems
 - ☒ Win 2000
 - ☒ Win 95
 - ☒ Win 98
 - ☒ Win NT-4
 - ☒ Win XP
 - ☐ Other
 - ☐ Peripherals
 - ☐ Printers
 - ☐ Scanners
 - ☐ Servers
 - ☐ Services
 - ☐ Software

Languages

- ☐ Dutch
- ☒ English
- ☐ German
- ☐ Italian
- ☐ Russian
- ☒ Spanish

SQL Server version 3.6 [34]

Terminé

- Schedule management and languages.
- Skill management in terms of incident resolution.



Managing groups of technicians

- Management by geographical groups or skill groups.



Landpark Helpdesk v.3.6 [34] - Landpark ADMIN - Windows Internet Explorer

http://test.cerus.net/Accueil/framesGD.asp

Fichier Edition Affichage Favoris Outils ?

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN

LANDPARK 0 unread messages Find ticket Sunday, September 19, 2010 09:31

Landpark ADMIN

- Sign out
- About
- Change password

Requests

- Create request on behalf of user
- Create request
- Create simple request
- View requests

Tickets

- View tickets
- Tech schedule
- Supplier schedule

Tools

- Find a solution
- User information
- Hardware information
- Company information
- Notifications
- Find ticket
- Queries
- Statistics

Administration

- Settings
- See online

Related request

ID: 1256 i.e: dd/mm/yyyy
Created between: 02/02/2010 and: 02/02/2010
User name: chamois
Hotliner name: john
description: virus
title: virus

Ticket

ID: i.e: dd/mm/yyyy
Created between: 02/02/2010 and: 02/02/2010
alert between: 02/02/2010 and: 02/02/2010
report: virus
history: virus
status: ☐ pending assignment ☐ confirmed
☐ assigned ☐ closed
☐ on hold ☐ 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 ☐ with interception

Request type

Search

- [-] All
- [+] Computers
- [+] Environment
- [+] Network
- [+] Network equipment
- [+] Operating systems
- [+] Other
- [+] Peripherals
- [+] Printers
- [+] Scanners
- [+] Servers
- [+] Services
- [+] Software

Affected equipment

Cerus Informatique

- [+] Stock
- [+] Tours
- [+] Acti Bureaux
- [+] 1st floor
- [+] IT services
- [+] Management
- [+] Printing room
- [+] Sales department
- [+] Server room
- [+] Ground floor
- [+] Tech. room
- [+] [IMP-CAN-008] CANNON
- [+] [IMP-CAN-009] CANNON
- [+] [IMP-CAN-010] CANNON

Landpark® Helpdesk
Enhance your service desk by providing your IT department with an enterprise-grade help desk solution.

LANDPARK

Terminé

Internet 100%

Absence management

The screenshot shows the LANDPARK Helpdesk v3.8 Administrator interface. The top navigation bar includes the LANDPARK logo, a message count (0 unread messages | 3 unread memos), and the title 'Unavailability information' with a timestamp (Wednesday, August 24, 2011 09:20). The left sidebar contains a 'Main menu' with options like 'Sign out', 'Settings' (Users, Analysts, Technician groups, Suppliers, Unavailability, Automated scheduling, Priorities, Knowledge base, Escalation, Request type filter, Newsgroups, Notifications, Preferences, Sessions), 'Bank holidays', 'Working days', 'News', 'Surveys', 'Projects', 'Validation chains', 'Resolution types', 'Action types', 'Titles', 'Languages', 'Profiles & permissions', and 'Company profiles'. The main content area displays a list of unavailability records for 'Companies: All'. The records are as follows:

Caption	From	To		
Business trip	8/30/2011 8:00:00 AM	8/30/2011 6:00:00 PM		X
Medical leave	8/24/2011 8:00:00 AM	8/24/2011 6:00:00 PM		X
In-house training	9/13/2011 6:00:00 AM	9/13/2011 6:00:00 PM		X
Vacation	9/22/2011 8:00:00 AM	9/22/2011 6:00:00 PM		X
Field work	9/28/2011 8:00:00 AM	9/28/2011 6:00:00 PM		X

Below the table is an 'Add unavailability' button. A date picker is open, showing a calendar for August 2011. The date 'August 24, 2011' is selected. The date picker also shows a 'Single day' and 'Period' option.

The screenshot shows the LANDPARK software interface with a calendar view. The top navigation bar includes the LANDPARK logo, a 'Groups' dropdown (Select a group), a 'Technicians' dropdown (Select a technician), and a date range selector (Today | 1 Day | 5 Work week | 7 Week | 31 Month). The calendar view is for August 2011, showing the week from Monday 29 Aug to Friday 02 Sep. The calendar is divided into columns for each day. The first column (Monday 29 Aug) is red and contains the text 'Morales Kendall 8:00 AM - 6:00 PM Appointments'. The second column (Tuesday 30 Aug) is red and contains the text 'Boyd Jim 8:00 AM - 6:00 PM Business trip'. The third column (Wednesday 31 Aug) is yellow. The fourth column (Thursday 01 Sep) is yellow. The fifth column (Friday 02 Sep) is yellow. The calendar view is titled 'August 2011' and includes a 'Previous week' and 'Next week' navigation. A legend at the bottom indicates the status of the schedule: Urgent (red dot), Medium (orange dot), Low (yellow dot), High (pink dot), Critical (white dot), A (blue dot), B (green dot), and C (purple dot).

- With immediate view of the schedule.



Priority management

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN - Windows Internet Explorer

http://test.cerus.net/Accueil/framesGD.asp

Fichier Edition Affichage Favoris Outils ?

Landpark Helpdesk v.3.6 [34] - Landpark ADMIN

LANDPARK 0 unread messages **Priority settings** Sunday, September 19, 2010 10:18

Landpark ADMIN

- Main menu
- Sign out

Settings

- Users
- Technicians
- Tech groups
- Suppliers
- Unavailability
- Priorities
- Request types
- News groups
- Notifications
- Preferences
- Sessions
- Bank holidays
- Working days
- Codes
- Resolution types
- Titles
- Languages
- Profiles & permissions

SQL Server version 3.6 [34]

Priority settings

Priority	Deadline	Status
Blocking	0 Jour(s) 4 Heure(s) 0 Minute(s)	Active
Critical	0 Jour(s) 6 Heure(s) 0 Minute(s)	Active
High	1 Jour(s) 0 Heure(s) 0 Minute(s)	Active
Low	2 Jour(s) 0 Heure(s) 0 Minute(s)	Active
Medium	3 Jour(s) 0 Heure(s) 0 Minute(s)	Active
Urgent	4 Jour(s) 0 Heure(s) 0 Minute(s)	Active
Project	30 Jour(s) 0 Heure(s) 0 Minute(s)	Active

Detailed information

Select an appropriate color

Name/Type: Medium Maximum deadline: 3 Day(s) 0 Hour(s) 0 Minutes(s)

Companies

☐ Cerus Informatique

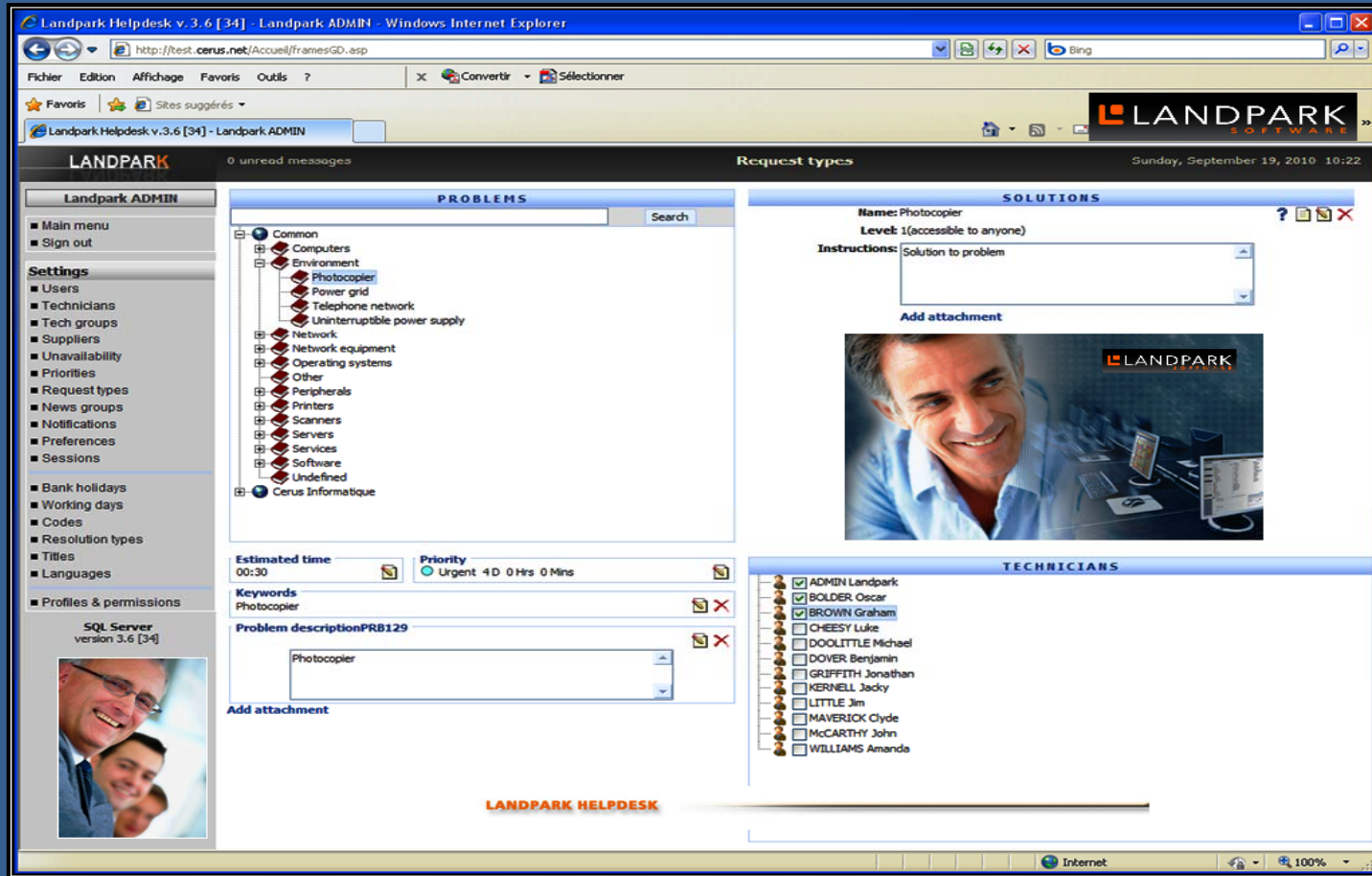
Update

Terminé

- Priorities are assigned to organizations / locations and can be specific.



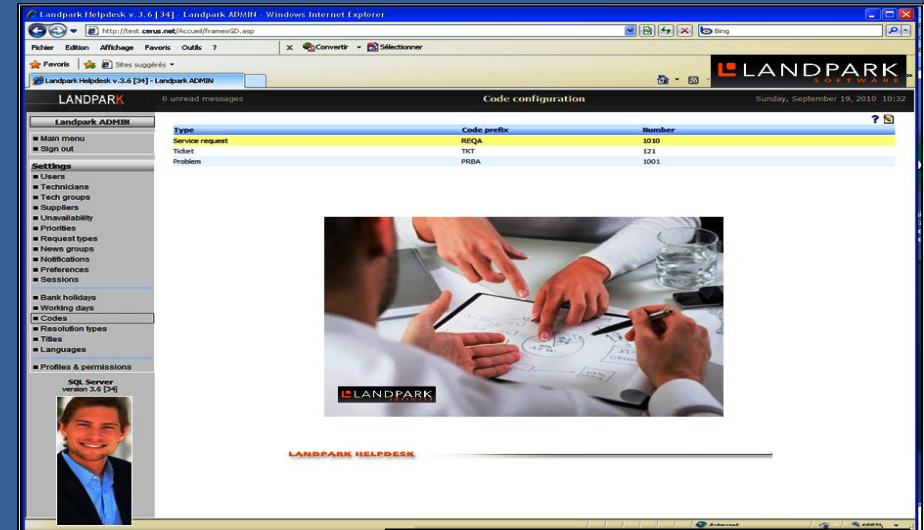
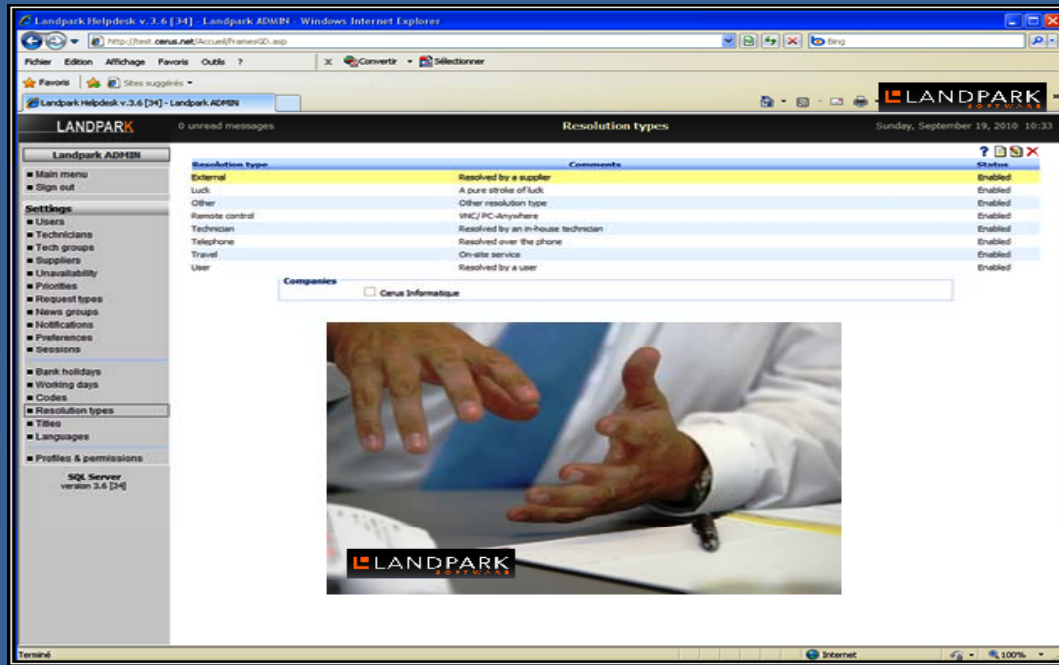
Problems and solutions settings



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



Ticket code settings



- Resolution type can be assigned to an organization with possible action type.



Preferences

Landpark Helpdesk v. 3.6 [34] - Landpark ADMIN

0 unread messages

Preferences

Sunday, September 19, 2010 10:40

Landpark ADMIN

Main menu
Sign out

Settings

Users
Technicians
Tech groups
Suppliers
Unavailability
Priorities
Request types
News groups
Notifications
Preferences
Sessions

Bank holidays
Working days
Codes
Resolution types
Titles
Languages

Profiles & permissions

SQL Server
version 3.6 [34]

Main display settings

☒ Display company names.

Problem tree

☐ Load tree dynamically.

Alerts

☒ Create memo when a ticket passes a deadline.
☒ Send an email for tickets that have passed a deadline.

Schedules

Default view for schedules:
☐ Day ☒ Working week ☐ Week ☐ Month

Colors for scheduled tasks:
☐ Standard ☒ By priority

Planifications

☒ Allow overbooked schedules
☒ Allow ticket creation backdating.
☒ Allow tasks scheduled before a ticket's creation date
☒ Delete tasks that have been scheduled after a ticket's close date.

Confirm

Landpark Helpdesk
100 % for a better technical support

Terminé

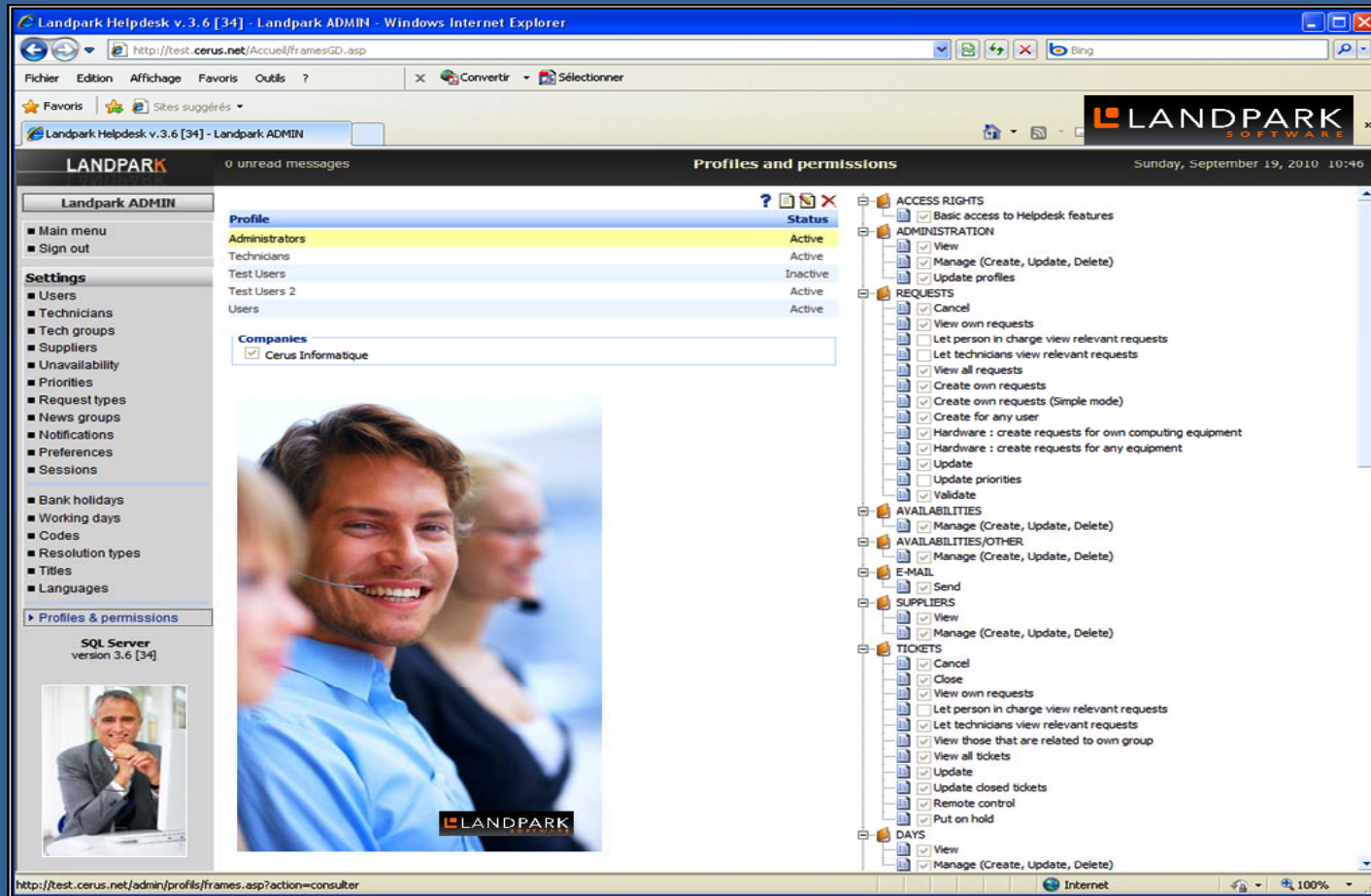
Internet

100%

- Email alerts for overdue requests.
- Default schedule view.
- Schedule overbooking and backdating.
- Allow task scheduled before a ticket's creation date.
- Delete task that have been scheduled after a ticket's close date.
- Schedule views.
- Email alerts for overdue requests.



Access rights



- Immediate technical support from our team to help you set up helpdesk permissions.



Company profile settings

LANDPARK
0 unread messages | 2 unread memos
Company profiles
Tuesday, August 23, 2011 08:5

Landpark AdministratorCompanyLandpark?

■ Main menu

■ Sign out

Settings

■ Users

■ Analysts

■ Tech/analyst groups

■ Suppliers

■ Unavailability

■ Automated scheduling

■ Priorities

■ Knowledge base

■ Escalation

■ Request type filter

■ Newsgroups

■ Notifications

■ Preferences

■ Sessions

■ Bank holidays

■ Working days

■ News

■ Surveys

■ Projects

■ Validation chains

■ Resolution types

■ Action types

■ Titles

■ Languages

■ Profiles & permissions

■ Company profiles

Tech. group	Type	Status	Permission
Unix	C	Active	<input type="checkbox"/>
Windows	C	Active	<input type="checkbox"/>

Priority	Status	Permission
● Urgent	Active	<input type="checkbox"/>
● Medium	Active	<input type="checkbox"/>
● Low	Active	<input type="checkbox"/>
● High	Active	<input type="checkbox"/>
○ critical	Active	<input type="checkbox"/>
● A	Active	<input type="checkbox"/>
● B	Active	<input type="checkbox"/>
● C	Active	<input type="checkbox"/>

Action type	Status	Permission
Maintenance contract #1	Active	<input type="checkbox"/>
Maintenance contract #2	Active	<input type="checkbox"/>
Maintenance contract #3	Active	<input type="checkbox"/>

Resolution type	Status	Permission
Phone	Active	<input type="checkbox"/>
Remote control	Active	<input type="checkbox"/>
Maintenance operation	Active	<input type="checkbox"/>
Workshop	Active	<input type="checkbox"/>

Working days


☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday ☐ Sunday

Business hours

Morning to

Afternoon to

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



SQL Server
version 3.8 [43]

- Quickly configure various settings from your 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 ...).
- Possibility therefore to join together others departments concerned in the management and technical support of your others assets.



News Setting

LANDPARK 0 unread messages | 2 unread memos News Tuesday, August 23, 2011 09:28

Landpark Administrator

- Sign out
- About
- News
- Change password

Requests

- Select user
- Create request
- Create simple request
- View requests

Tickets

- View tickets
- Tech schedule
- Supplier schedule

Tools

- Knowledge base
- User information
- Hardware information
- Company information
- Notifications
- Memos
- Ticket search
- Queries
- Statistics
- Projects
- Surveys

Administration

- Settings
- Sessions

All:

Company news
Maintenance
Technical



Maintenance operation
Helpdesk user manual

Landpark

Company news
Team-building weekend
Education and training

Conference: The Open Innovation Marketplace
Fall 2011 training sessions

MAINTENANCE OPERATION



LANDPARK HELPDESK

- News can be assigned to categories by posting announcements in Landpark Helpdesk's main menu.



LANDPARK LICENSES



1. Asset tracking

■ Landpark Inventory



2. Snmp inventory

■ Landpark Snmp



3. IT Asset management

■ Landpark Manager



4. Active Directory/OpenLDAP

■ Landpark Active Directory



5. Issue tracking / Service Desk

■ Landpark Helpdesk

A PROJECT APPROACH TO HELP YOU



LANDPARK

A comprehensive Client Support Program

- 1 TREAT EACH AND EVERY CUSTOMER AS UNIQUE
- 2 PROVIDE THEM WITH OUR UNIQUE TECHNICAL EXPERTISE AND KNOWLEDGE
- 3 ADDRESS THEIR REQUIREMENTS AND VALIDATE THEIR EXPECTATIONS THROUGH OUR BENCHMARKS
- 4 LANDPARK OFFERS FIRST-RATE TECHNICAL SUPPORT IN ORDER TO MEET YOUR OPERATIONAL NEEDS

**Landpark provides the kind of technical support that will help
your organization address the most complex operational requirements**



KEY FACTORS OF OUR SUCCESS WITH OUR CUSTOMERS



Quality software

- For a better management of their assets.
- Contributing to the development and improvement of the performance of their business.

01



A methodology and training focused on the need of its customers

- For better analysis of their needs and requirements.
- For a rapid implementation of Landpark software.

02



The quality of our technical support

- To quickly respond to their needs and provide effective assistance.
- To better communicate with their teams.

03



Developments at the forefront of technology

- To provide them with innovative solutions.
- Landpark is committed to a quality approach.

04

BENEFITS WITH OVER 700,000 INSTALLED LICENSES

1

TECHNOLOGY

AN EXPERIENCE FOR OVER 20 YEARS

2

CUSTOMERS

OVER 700,000 INSTALLED LICENSES

3

LICENSES

AFFORDABLE PRICES

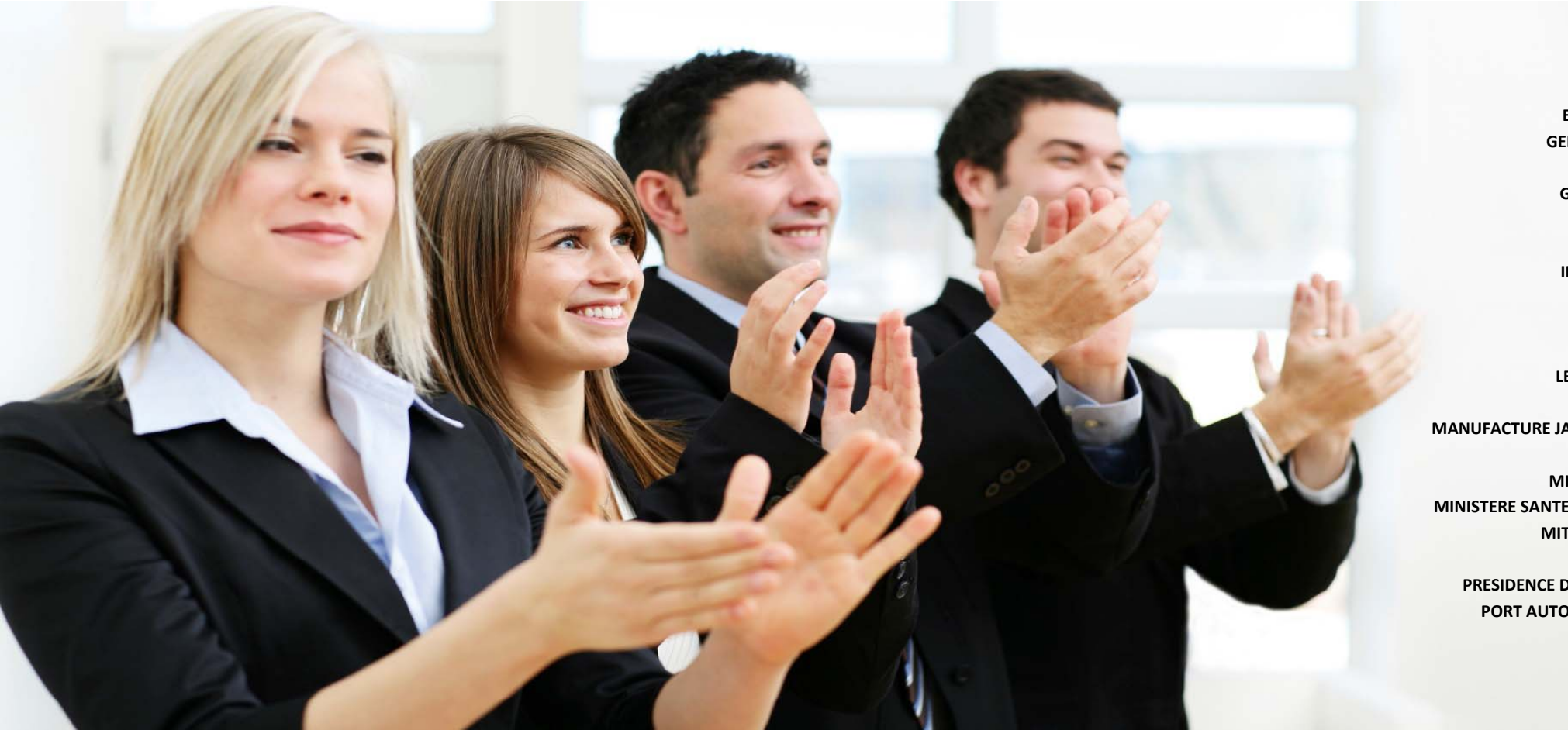
4

BENEFITS

With an expertise and a know-how recognized by thousands of accounts the quality of our Landpark tools allows IT Managers the most exhaustive and precise vision for their data-processing needs.



OUR REFERENCES



AGEFOS
ARMATIS
AXA
CHRONOPOST
CNRS
CPAM
DUSOLIER
EADS
EFFIA/SCETA PARC
GENERALE DE SANTE
GEODIS
GRANDE PAROISSE
HONDA
HSBC
INSTITUT PASTEUR
JEAN GALLAY
KOMPASS
LA REDOUTE
LEAR AUTOMOTIVE
LUZENAC
MANUFACTURE JAEGER-LECOULTRE
MEDEF
MINISTERE DEFENSE
MINISTERE SANTE PUBLIQUE BELGE
MITSUBISHI MOTORS
OPTIC 2000
PRESIDENCE DE LA REPUBLIQUE
PORT AUTONOME DU HAVRE
RAJA
SNCF
SOLYSTIC
TELMA
VEOLIA
VINCI PARK



They have placed their trust



Landpark provides you with the best IT Asset Management and help desk software, helping you achieve optimal management of your resources.

Hundreds of major companies have recognized our expertise in the field, IT managers have successfully been able to exert fine-grained control over their IT resources.

Our mission is to :

TREAT each and every customer as unique,

ESTABLISH privileged relationships with our customers,

PROVIDE them with our unique technical expertise and knowledge,

ADDRESS their requirements and validate their expectations through our benchmarks.

Our APPROACH to asset management and help desk technology has proven reliable and sustainable over years.

Thanks to the added-value of our approach, we are able to assist you in your projects.

THE COMPANY

Founded in 1992, our company has acquired recognized expertise in PC software.

The company has since consolidated its technological proficiency with a practical approach by constantly analyzing the actual needs of its clients.

Since 1998, the company has consistently increased its presence in the world of IT asset management and has been a major international actor by successfully deploying its solutions in blue-chip corporations and administrations.

The company has always been keen on selecting the right technology for a successful development strategy. Thousands of customers have already installed one of our products.

Our Landpark product range allows significant increases in productivity and a better implementation of IT asset management best practises thanks to the technical insight of our engineers.

Today, our company has become a major publisher with a large number of innovative solutions.

Our company dedicates a significant amount of its turnover to R&D.

Capitalizing on its customers' experience, its developers are constantly at the forefront of cutting-edge technology.

