

IMPROVE SERVICE EFFECTIVENESS WITH MANNAI SERVICE DESK

- Multiple Channels - Phone, Web, MOM, E-mails, Portal
- Built on the Information Technology Infrastructure Library (ITIL) framework V3
- Classification of Services up to Nth level
- Prioritization and Escalation
- Parameterized SLA's
- Escalation, Alerts & Reminders
- Support Request Management , Problem Management ,Change Management, Knowledge Management, Contract Management, Service Level Management, Resolution Time Tracking , Configuration Management
- Reporting & Analytics

SERVICE DESK BENEFITS

- Improved Customer Service perception and satisfaction
- Increased accessibility through a single point of contact, communication, and information
- Better-quality and quicker turnaround of customer requests
- Improved teamwork and communication
- Enhanced focus and a proactive approach to Service provision
- Reduced negative business impact
- Better managed infrastructure and control
- Improved usage of IT support resources and increased productivity of business personnel



Service Desk

SERVICE & INCIDENT

- Incident Recording
- Incident Classification
- Incident Prioritization
- Incident Escalation
- Request Fulfillment

CHANGE REQUEST

- Accept, record, authorize, implement and review Requests for Change (RFCs)
- CAB Approval
- Provides reports of changes to the infrastructure
- Provides updates to the Configuration Management Database (CMDB)

PROBLEM MANAGEMENT

- Problem control
- Problem identification and recording
 - Problem classification
 - Problem investigation and diagnosis
 - RFC and possible resolution and closure
 - Tracking and monitoring of problems
- Error control
- Error identification and recording
 - Error assessment
 - Recording error resolution
 - Error closure
 - Monitoring resolution progress

CONFIGURATION MANAGEMENT

- Identifying affected CIs
- Relationship between CI, Employee & Services
- Controlling the status of CIs throughout the entire CI lifecycle

KNOWLEDGE BASE

- Search based on Keywords
- Known Error Database