

Horizon Help Desk Issue Tracking

Horizon is a Software as a Service Professional Services Automation application. It is a web based application requiring no software to be downloaded to your client. Issues can be entered from wherever you can access a browser. All issues are validated against Service Level Agreements (SLA) that you have been given access to. Issues are entered by severity and a complete track of the issue resolution is maintained through on-screen dialogue. You can brand your organisation's installation of Horizon Help Desk Issue Tracking and allow your customers to enter and updates issues as they are found.

Every issue may be reported on the moment it has been entered and each SLA configured to fire off email and SMS alerts and notifications to alert Help Desk staff and customers to critical issues. Key Performance Indicator reporting is available with pre-built reports to show status of issues, issues raised and resolved by data range and severity. Other pre-built reports are delivered as part of the subscription fee including interactive reports.

The issues are integrated with timesheets so that analysts can enter the time they have spent on an issue direct from the issue update screen. To use this feature you should also be paying a subscription for the Horizon Timesheets module. Multiple documents can be uploaded to an issue and issues may be re-assigned any number of times and an audit trail maintained of every re-assignment.

HELP DESK ISSUE TRACKING

- Search facilities by assignee, severity, product, type, status, client, issue text and/or issue number
- Pop-up calendars for dates
- All LOV fields validated
- All issues validated against support agreements
- Attachments (screenshots, log files etc)
- Email and SMS integration
- Fully text searchable, acts as a knowledgebase
- Allow your customers to log in and create/track their issues.



Issue	Sev #	Severity	Type	Description	Date Opened	Status	Client	Customer Ref	Product	Module	Raised By	Assigned	Last Updated	Owner	Response Req'd By	Support Contra
126054	2	Normal	0, BAU	Fred Smith unable to	18-Sep-2008	assigned	Demo	ES/101	Desktop		Ami Smith	Ami	18-Sep-2008	Ami	19-SEP-2008	DMINS

ARCHITECTURE

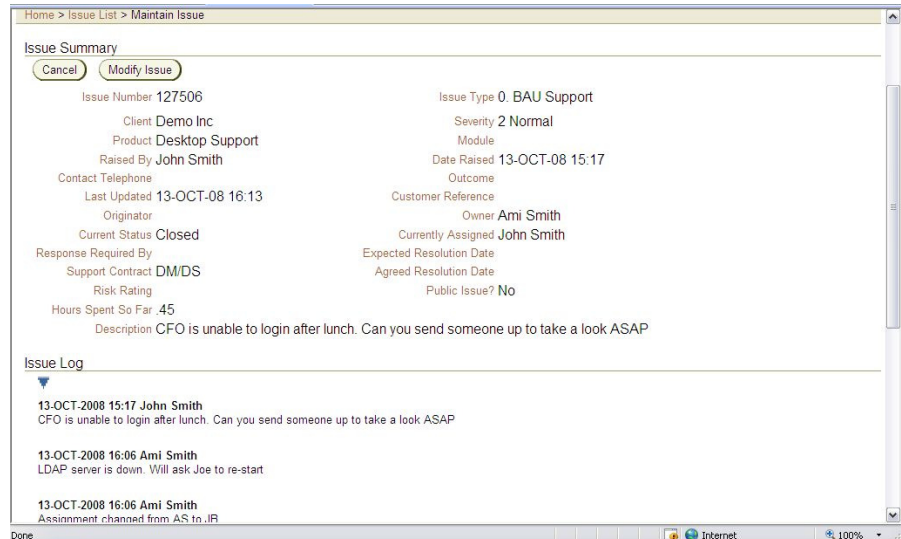
- Compatible with any Internet Browser
- Provides customer view in addition to internal view
- No client install

OTHER FEATURES

- All issue history is retained
- Suite of standard reports available, with drill down, plus interactive reports to allow you to decide what you would like to see
- No batch posting or overnight routines required
- Enter issues from anywhere, at anytime with an Internet Browser
- All Administration tasks are available via the same Internet Browser
- KPI Reporting
- Complete dialogue captured of issue and re-assignments

MAINTAIN ISSUE

- Records who raised issue, current assignee and owner
- Maintains history of dialogue and who was assigned issue and when
- Multiple document uploads against issue
- Hours spent on issue captured and displayed
- Attachments (screenshots, log files etc)
- Configurable Severity levels



Home > Issue List > Maintain Issue

Issue Summary

Cancel Modify Issue

Issue Number 127506	Issue Type 0. BAU Support
Client Demo Inc	Severity 2 Normal
Product Desktop Support	Module
Raised By John Smith	Date Raised 13-OCT-08 15:17
Contact Telephone	Outcome
Last Updated 13-OCT-08 16:13	Customer Reference
Originator	Owner Ami Smith
Current Status Closed	Currently Assigned John Smith
Response Required By	Expected Resolution Date
Support Contract DM/DS	Agreed Resolution Date
Risk Rating	Public Issue? No
Hours Spent So Far. 45	

Description CFO is unable to login after lunch. Can you send someone up to take a look ASAP

Issue Log

- 13-OCT-2008 15:17 John Smith
CFO is unable to login after lunch. Can you send someone up to take a look ASAP
- 13-OCT-2008 16:06 Ami Smith
LDAP server is down. Will ask Joe to re-start
- 13-OCT-2008 16:06 Ami Smith
Assignment changed from AS to JR

Done Internet 100%

Visit us at <http://horizon.more4apps.com/mkt> to try the product on-line.

Write to us at <mailto:horizon@more4apps.com> for a free user-id and more information.