

ProductivIT[™]
5.0

What's New in ProductivIT 5.0

ProductivIT 5.0 is ready for production! The much anticipated release of the new ProductivIT Desktop Support System is here and loaded with new features. The new release is full of customer requested features that will help enhance your desktop support and asset collection activities. ProductivIT 5.0 offers a customizable home page, enhanced incident workflow, enhanced security options, user portal, advanced escalation and assignment rules, and much more.

You'll find the full list of new features below.

? **Improved Flexibility and Statistics on Home Page:**

- ✍ You can add a **Message Ticker** that is both time and user sensitive to direct a message to an individual or the entire team. The ticker can also be for a specific time period, even in the future.
- ✍ You can add a **Detailed Message** with the same options as the ticker.
- ✍ **Customized Links** can be added for the entire team and can be further customized for each technician. The links can also include document downloads for frequently used text or manuals.
- ✍ Add a **Customized Dashboard** for your organization or technicians. You can now display incident or asset details right on the home page. Select from several graph types or data only displays. The statistics can be customized to your needs by selecting the fields you want to see and by using existing incident and asset filters.

? **New Security Features**

- ✍ **Security** has been significantly enhanced and is now implemented as a role-based solution. Roles are established within the role manager and each technician is assigned a specific role. Roles specify rights such as View, Add, Edit and Delete for each system function.

? **Advanced Escalation and Assignment Rules**

- ✍ You can now setup **Service Level Agreements** (SLA) for incidents and have automatic escalation based on time. The system can



send out notifications when incidents are not solved within a specific timeframe.

- ✍ **Email Templates** have been enhanced to allow you to create your own email templates and assign specific customized templates to contact, user, group, etc. based on assignment rules.
- ✍ Incidents can now be **auto-assigned** to technicians based on their availability and current workload. By assigning the ticket to a group of technicians, ProductivIT will distribute the incidents to the entire group.

? **Web-based Entry**

- ✍ Incident tickets can be **entered directly into the web portal**. Incidents can still be issued through the agent software, but you now have the added flexibility to take phone calls and enter the data to the portal. In addition, if this user has submitted prior incidents through the agent then you will be allowed to associate the ticket with a specific asset on file.
- ✍ A complete **audit trail** of all actions associated with a ticket has been implemented.

? **Knowledge Base / Self-Service**

- ✍ A **Knowledge Base** feature has been added to ProductivIT and is integrated into the new self-service portal. Users can now view the status of their incidents in the self-service portal and also search the knowledge base to find answers to common questions without the use of a help desk technician.
- ✍ Users can enter new tickets and download the agent through the self-service portal.
- ✍ Users can chat directly with a support technician through the interactive chat link on the self-service portal.

? **Other**

- ✍ More system codes are now available (Priority, Status, Resolution, Activation, Resolution, Locations, Departments, Actions).
- ✍ Technician information has been updated to include an available flag and a supervisor drop-down list.

- ✍ Groups have been added and will expand the functionality of the assignment rules by auto-assigning tickets based on availability and load. Groups can be used for assigning incoming incidents to a group leader.
- ✍ Changes have been made to the database structure to improve performance.
- ✍ The navigation bars have all been adjusted to be uniform from one page to another. In addition, all view, edit and add screens will pop up in a separate window.

***For more information on how ProductivIT can help you
regain control of your IT assets, please contact:***

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