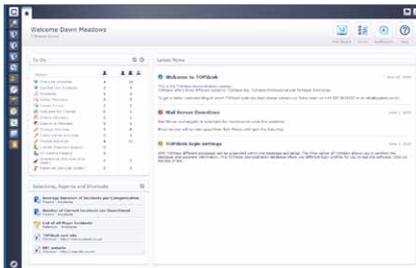


Call Management

Call Management is one of TOPdesk's most important processes. This module makes it easy to register, organize and safeguard incoming calls, and assign them to operators or operator groups. The Call Management process supports your daily tasks and helps you process calls more efficiently.



▲ You have an overview of all of your work and work at your department



▲ Easily register and process calls coming in to your department

TOPdesk's Call Management module helps you register and process all complaints, wishes, requests for information and malfunctions. Your front office processes the calls that can be resolved quickly. If a call requires a specialist, it can be forwarded to your back office or one of your suppliers.

Safeguard your calls

When you receive a call, regarding a faulty printer for instance, TOPdesk calculates the target date based on the priority and projected duration you enter on the card.

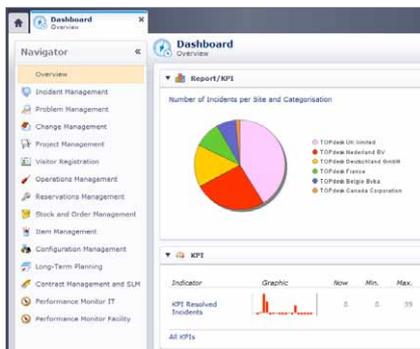
Each incident can be automatically assigned to an operator, operator group or supplier. The operator can view his calls and the corresponding target dates on his personal Task Board. You can also use the Task Board to create printed work orders. Everyone has all the information they need to perform their tasks, even if they do not work in TOPdesk.

Once a call has been solved, the operator can close the call in TOPdesk. You can inform the caller of this by sending them an email in TOPdesk manually or automatically.

Knowledge Base and standard solutions

You can create a Knowledge Base within TOPdesk. This will let you search through the solutions to previous calls, such as the procedure for a malfunctioning lift. You can consult the Knowledge Base directly from a call.

Some calls come in time and again that have one simple solution. Standard solutions help you save time processing calls. TOPdesk recognizes recurring calls based on categories and key words, and indicates when a standard solution is available. Problems are resolved in a few clicks, saving your service desk valuable time.



▲ See what calls are about at a glance

Definition of a call

A call is any disruption or unexpected situation in your organization that threatens the continuity of your business processes. Calls must therefore be solved as soon as possible. A call might be a complaint, wish, request for information or a malfunction. TOPdesk distinguishes between first line calls and second line calls.

Definition of a caller

A caller is the user of the products and services of your service desk. If you have an internal service desk, the callers will be colleagues who use inventory, rooms or vehicles. The callers of your external service desk could be customers who have purchased your service or product.

Service Management Simplified

TOPdesk believes in the power of simplicity. Every day, millions of demanding users across 45 countries trust in TOPdesk as their service management solution. TOPdesk is among the top five service management tools worldwide.

Insight into your services

TOPdesk offers personalized Dashboards to monitor processes. The Call Management Dashboard displays insightful graphs and diagrams: how many calls are open, how many are processed on time, etc. What's more, you can create virtually any report imaginable in four easy steps with TOPdesk's powerful reporting tool. Call Management reports can grant insight into the most common calls and average durations.

Efficient service desk management

Do you know which service desk employees will be at the office this week? Do you know which important tasks need to be picked up if someone calls in sick? TOPdesk's graphical Plan Board makes it easy to edit and keep track of your department's timetable. The Plan Board also incorporates essential information from Call Management: you are able to see how many incidents are currently assigned to your employees, letting you gauge their current workload. If someone is ill, you can reassign their work straight away.

Let customers log their own calls

TOPdesk's Self Service Desk eases the pressure on your service desk. Your customers can use this module to log their own calls in TOPdesk. They are also able to track the status of their calls. The Self Service Desk lets you publish (parts of) your Knowledge Base, making it easy for your customers to resolve their own problems.

Integration with other modules

TOPdesk's modular structure makes it highly customizable. The Call Management process has been integrated with other modules such as Contract Management and SLM, Asset Management, Property Management and Event Management. For instance, the Asset Management integration lets you see which company assets are linked to incoming calls, making it easy to determine which computers need maintenance or which rooms are in need of repairs. Meanwhile, determining incident duration for suppliers and checking whether agreements are upheld is made easy through the Contract Management and SLM module integration.

Free demonstration or more information?

We would be pleased to show you what TOPdesk can do for your organization or provide you with more information.

You can reach us by telephone on +44 20 7803 4200 or by email at info@topdesk.co.uk.