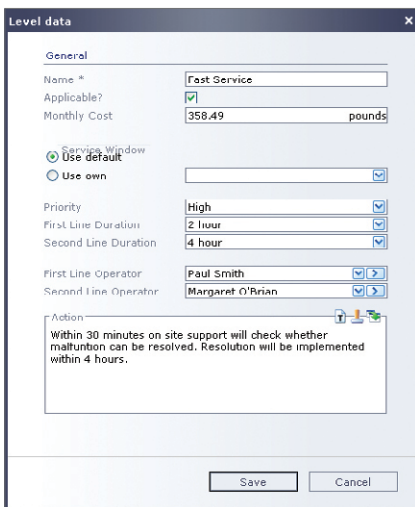
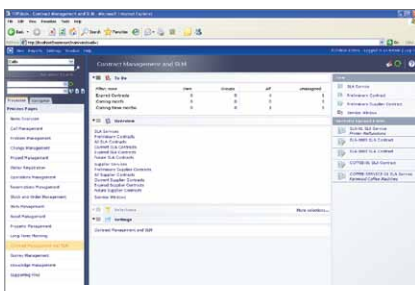


# Service Level Agreements

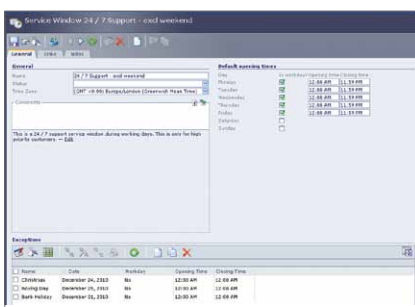
Service Level Agreements are agreements that are made with clients regarding the service level to be offered. SLAs provide clarification regarding the services offered, both for your service organisation and your users. TOPdesk supports this process. The negotiated agreements are automatically displayed when registering incoming calls. This way you gain insight into the services you provide, making them easier to manage.



Define a service level for each of your services.



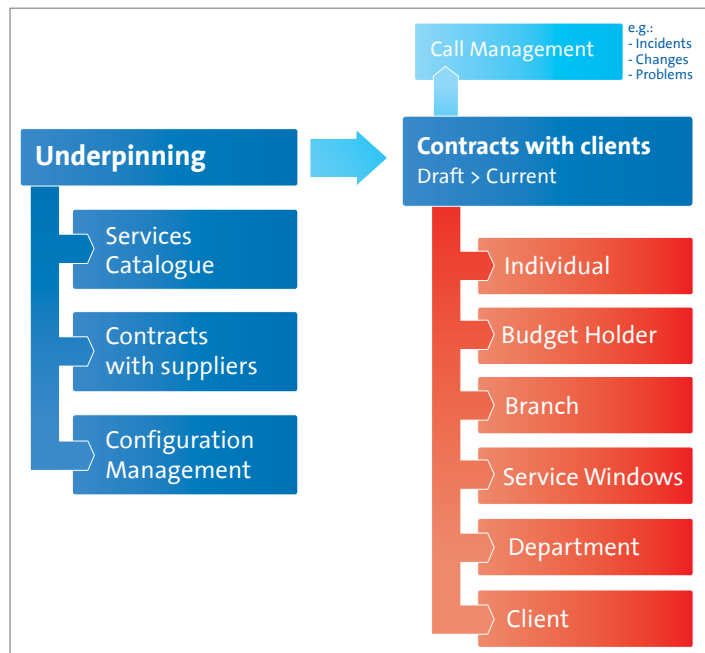
An overview of all your SLAs is always available.



Record your service opening times in seconds.

## What is possible with TOPdesk's SLA module?

- Set up clear and comprehensible maintenance contracts.
- Gain insight into your service level using SLAs.
- Record agreements regarding performance.
- Receive straightforward information via the web.
- Set service windows for each service.

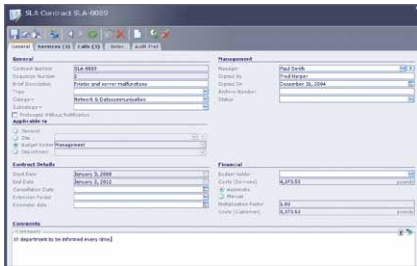


Record, maintain and support your SLAs in TOPdesk.

## Service catalogue

SLAs can be easily recorded with the help of TOPdesk. The first step towards this is compiling a service catalogue. The service catalogue describes all the services that your department can provide, along with the various possible service levels. With the help of this catalogue clients can choose which services and service levels they require. A higher service level often means that you can supply a service with a shorter duration time against a higher tariff.

The priority of an incident in TOPdesk is partly determined by the SLA that are linked to it. The information from the relevant contract can then easily be copied into the Incident card.



▲ TOPdesk will remind you if a contract needs renewing.

## Price - Quality guarantee

Your clients can choose a service and service level that your organisation offers. This results in a contract between you and your client.

TOPdesk's SLA module monitors whether these SLAs are being upheld, thereby guaranteeing the agreed quality of service.

The module also enables you to support an internal service by agreements you have made with external parties, such as suppliers. In such a situation, TOPdesk automatically analyses whether the duration of your internal service is realistic/feasible/attainable/... with regard to the duration you have agreed upon with the supplier.

## 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.

**TOPdesk**  
Service Management Simplified

## 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](mailto:info@topdesk.co.uk).