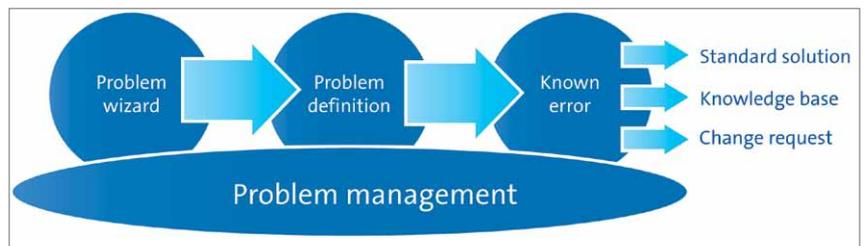
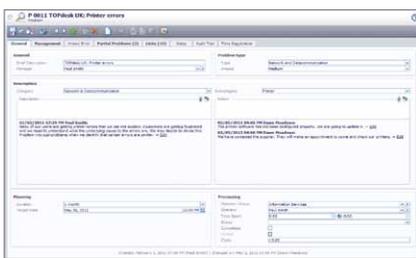


Problem Management

Recurring problems are a drain on your resources. Save both time and money by finding and addressing underlying causes with TOPdesk's Problem Management module. Improve your processes and increase your efficiency by pinpointing structural issues in three easy steps.



▲ TOPdesk's complete Problem Management solution



▲ Immediately pinpoint and address problems

What can Problem Management do for you?

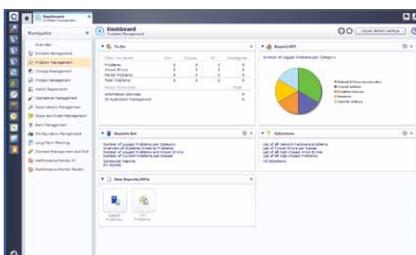
TOPdesk's Problem Management module offers the following possibilities:

- Detect the underlying causes of incidents that are symptomatic of structural problems within your organization.
- Support incident analysis and evaluation.
- Submit requests for change in a matter of clicks.

All the information you need

TOPdesk's Problem Wizard tool is the first part of the Problem Management process. Once you have entered a description of the possible problem you can search for related incidents. These can then be linked to the problem, allowing for unprecedented efficiency when processing incidents.

It is also possible to link incidents in progress to current problems. This can be done from the incident card. The Links Wizard lets you search for the related problem and link it to the incident. You can also use the incident card to create and link to a new problem. The incident card indicates the relationship with the linked incident, and it is possible to view the problem's process by clicking through to the problem card. The information you need is always at hand, making problem analysis quicker than ever before.



▲ Easily accesible problem overviews

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.



Easy task distribution

Now that you understand the problem and its impact on your organization, you are ready to formulate a plan of action. TOPdesk makes it easy to confirm the problem and plan the rest of the solution process, including assigning an operator and registering the target date. You can also assign the operator responsible for detecting the underlying problem and use partial problems to distribute additional tasks. Coordinating potentially complex processes was never so straightforward.

Increase efficiency by sharing knowledge

Once you have pinpointed the problem and determined your next steps, you can register the details in TOPdesk. Sharing both the issue and the solution with your colleagues helps you save valuable time and optimize your services. There are three ways to share this information:

- Enter the known error in the Knowledge Base. This will alert everyone in your organization to the new known error.
- Enter the known error as a standard solution. This will let you define workarounds that are displayed in related incidents.
- Turn the known error into a change proposal outlining how to resolve the problem. The proposal is processed in the Change Management module.

Achieve more in fewer clicks

You have a single solution for several incidents, so you do not want your employees to waste time by painstakingly closing the incidents one by one. TOPdesk's handy Closure Wizard lets you process all incidents linked to a single problem at once, saving your colleagues even more time.

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.