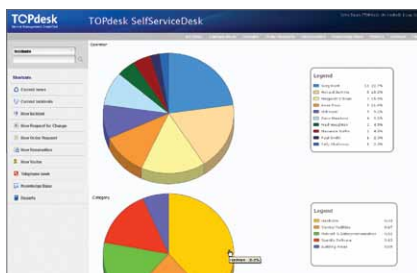


Self Service Desk

Customer contact is essential in determining the quality of your services. With TOPdesk's Self Service Desk, your service desk is open to customers worldwide twenty four hours a day. Improve your services by always being available and keeping your customers up to date on the status of their calls.



▲ Clear user-friendly web interface



▲ Clear reports grant extra insight into your services

▲ Customers can place their own order requests

Increase customer satisfaction

The Self Service Desk's user-friendly web interface lets your customers log and track calls, make reservations and submit requests for change. This drastically reduces your service desk staff's workload, increasing their productivity and efficiency.

Share knowledge, reduce calls

TOPdesk's Self Service Desk lets you publish FAQs and solutions to known errors in the Knowledge Base. Sharing this knowledge with your customers enables them to answer their own questions, which means fewer calls to your service desk. You can also publish manuals and other documentation.

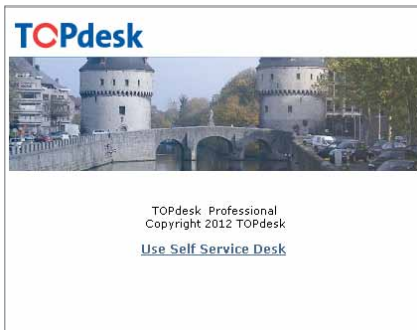
User-friendly call registration

The Self Service Desk lets your customers log and track their own calls. They can also browse FAQs and known errors, helping them resolve their own problems without requiring the aid of your service desk. With TOPdesk's user portal, your customers can:

- Reserve rooms and services and log change requests
- Gain insight into orderable assets, including the cost and number in stock
- Track the status and progress of their calls



▲ *The graphic planner gives you insight into reservations*



▲ *The Self Service Desk in your corporate identity*

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

Improve your services through excellent communication

The Self Service Desk's news feature enables you to inform your customers quickly and effectively. For instance, you can share news regarding maintenance, new software or procedures on the welcome page. You can also publish reports online, giving your customers insight into the services you provide.

Always available

Your service desk is always available with TOPdesk's Self Service Desk. It is easy for your service desk staff to apply SLAs to incoming calls, and they will receive an alert for calls logged by customers with special contracts. Take your services to the next level by easing the pressure on your service desk and providing round-the-clock support for your customers.

Seamless integration

You can apply your own house style to the Self Service Desk, ensuring that it matches the rest of your website. This lets you create a completely customized information portal, offering your customers the following options:

- Reading news items
- Logging calls
- Viewing open calls
- Logging change requests
- Logging order requests
- Making reservations
- Registering visitors
- Browsing the telephone book
- Consulting the Knowledge Base
- Viewing reports

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.