

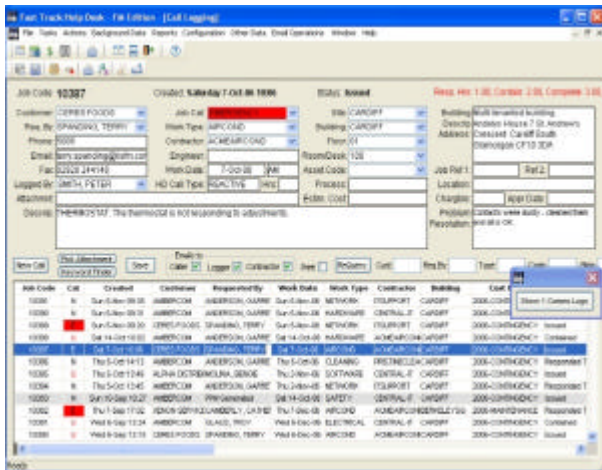
Fast Track Help Desk

Fast Track Help Desk is a fully-featured scalable service desk solution aimed at both the IT and FM markets. Suitable for organisations of any size, Fast Track Help Desk competes with rival systems costing many times its price.



- Log calls in seconds
- Centrally manage and issue work orders
- Save costs
- Reduce time needed to control your help desk
- Improve customer service
- Reduce errors throughout the support process
- Manage communications and accountability
- Empower staff and increase levels of satisfaction

Call logging has never been simpler. Fast Track Help Desk records information in seconds as all predictable information is selected from drop-down lists and caller details are retrieved from the background data.



A description of the issue can be entered and saved against the job or can be chosen from a list of common problems. Operators can also save notes they want all or only restricted users to see.

Depending on the Service Level Agreements in place, the response time, containment time, and completion time will be highlighted and available for the call logger to inform the caller. The software can also warn the operator about duplicated calls.

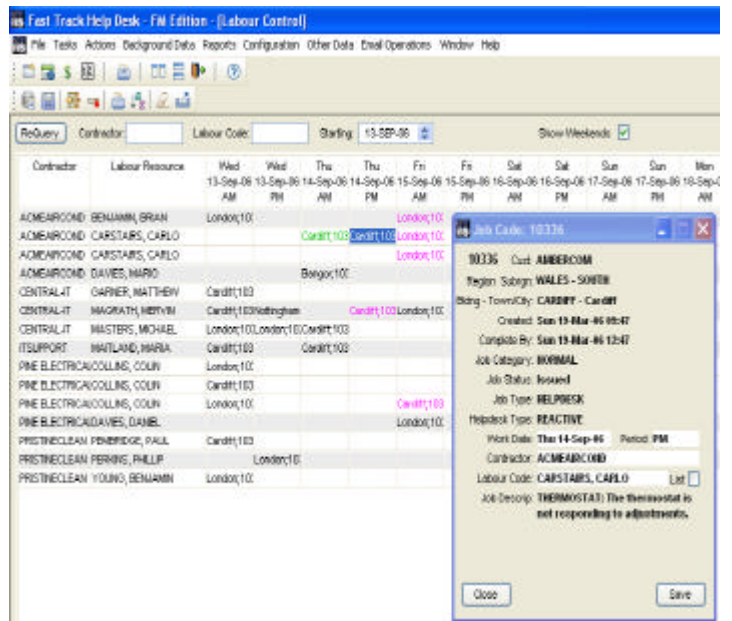
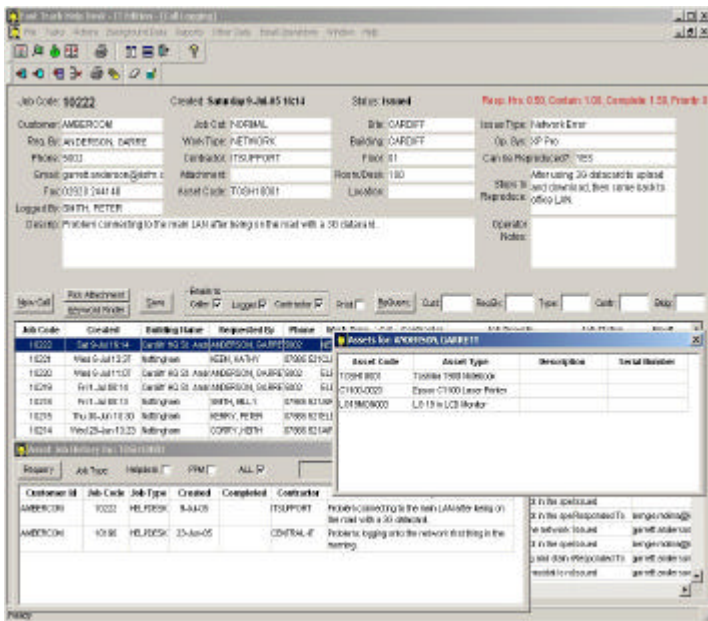


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Fast Track Help Desk



If you are logging calls which are related to assets, Fast Track Help Desk can, at any time, pop up a history of jobs relating to the asset of the call being logged. This is especially useful if you are also using the PPM module.



The Labour Control Screen provides a user-friendly method of monitoring where your engineers are located and what jobs are being actioned over a 2 week period. All jobs including PPM, reactive and fixed price are displayed.

Work Order Monitoring

While logging the call you can simultaneously update the Work order. Users can update job status and flag potential problems. Work Orders are filtered by; caller, building or contractor. Records are kept in order of response, containment and completion.

Windows, Web and Mobile Access

Accessible through a wide range of applications including networked client/server set-up and web-browsers; allowing staff to update jobs from any PC and clients to access the status of work on their assets. You can also view and update the database using Pocket PCs.

Automatic Email and Attachments.

Automatically email work order confirmations to any combination of caller, call logger and contractor. Attachments can be added to emails.

