

# ZENworks Service Desk

You do the same things every day—track service requests, race against the clock to ensure your team responds promptly, and monitor your technicians' performance. Every day, you wish you could do these simple tasks more efficiently. And every day, your frustration grows. You need a solution that can remodel your service desk and help you relax.

## Service Desk at a Glance

Streamline your service desk and provide the things your business needs.

- **Sophisticated Service Management:**  
Service Desk is certified for 10 ITIL processes
- **Reporting Dashboard:**  
Actionable reporting delivered through a customizable, widget-based dashboard
- **Simple Deployment:**  
Fast and easy deployment to help minimize consulting contracts
- **Buy It Individually or As a Part of:**  
ZENworks Suite



## Upgrade Your Service Desk and Your Lifestyle

Running a service desk is no vacation. It is often a hive of small annoyances and frustration as your technicians try to keep up with a torrent of user requests. Maybe it's time to remodel. With ZENworks® Service Desk, you can turn your service desk into an oasis of calm that provides big benefits for the business.

The business may view the service desk as something that's there just to resolve user issues, but Information Technology Infrastructure Library (ITIL) best practices suggest a service desk should be much more. At a deeper—and often unrecognized—level, the service desk serves three mission-critical roles:

- **Managing risk.** If you don't solve users' problems, they might get creative in trying to resolve them themselves—and end up creating bigger problems.
- **Increasing productivity.** If your users can't use the machines or tools they need to do their jobs, they're not going to be productive.
- **Creating cost savings.** An efficient service desk keeps users productive and saves your technicians time so they can focus on more valuable things.

With all this responsibility, why does the service desk seem so unappreciated? You should feel vital to the organization, and you should have the tools to prove that importance too. Service Desk gives you the tools you need to do your

best job and show everyone the value the service desk provides.

## You Need a Tool That Connects Your Technicians and Customers, Wherever the Problem Is

Today's computer users want immediate access to the service desk, from wherever they are when a problem occurs. And they want the service desk representative to respond without delay.

Service Desk not only provides support for incoming phone calls, email and web forms, it also gives your technicians the flexibility to respond to problems using a variety of options. In addition to telephone, email and web forms, service desk staff can interact with customers via text messaging and smartphone apps—they can even see their queue on their smartphone or on the web. Service Desk lets your representatives stay connected to users, wherever they are, and respond to issues in the quickest, most efficient manner.

## You Need a Tool That Helps You Put the Right People on the Job

Service Desk captures not only the standard user information such as name, phone and email, but also the user's network directory information. By accurately recording the details of the problem, Service Desk can route the call to a technical specialist, give the technician information about the user's machine, and guide the technician in asking the right questions based on the user's system and the best practices for troubleshooting the issue.

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In addition, Service Desk automatically searches the local knowledgebase for additional answers while the service call is in progress, providing troubleshooting steps to guide the technician in resolving the issue. Only Service Desk uses all of these powerful tools in concert to assist the end user.

## **You Need a Tool That Lets You Put Technicians on the Most Important Calls Now, without Losing Anyone in the Queue**

In the real world, some problems are simply more important than others. A system crash will get immediate attention, even if a single user with a malfunctioning printer called the service desk first. A call from the chief financial officer (CFO) outranks a call from most other employees. You need the flexibility to respond to higher-priority service requests while still honoring the service level agreements (SLAs) that govern your response times.

Service Desk gives you the option of using multiple SLAs to guide response timeframes for the variety of situations your technicians face. Designing SLAs with varying levels of granularity allows you to compartmentalize tasks and corresponding response times. Service Desk can also automatically escalate older tasks, so that no service request goes unresolved.

## **You Need a Tool That Helps Your Users Help Themselves**

Service Desk empowers users to help themselves with self-service capabilities.

When they need an app, hardware, or anything else, they can request it themselves with the

Service Desk Store. This icon-based self-service portal is automated using "Store Extensions," which allow you to plug in to ZENworks or any similar software. Ultimately, Service Desk Store allows for faster self-service without technician interaction, resulting in higher user satisfaction.

Also, when users can find the answers to routine questions themselves, it frees up the service desk to focus on the complicated problems that really need a technician's attention.

Service Desk lets your technicians create knowledgebase articles to answer users' basic questions, as well as articles that other technicians can use while on a call. This makes valuable information available to everyone on the team. In addition, Service Desk tracks how often users and technicians access each article and the ratings each article receives, so your team can update the articles as needed to remain relevant.

## **You Need a Tool That Tells You How Well Your Technicians Are Serving Your End Users**

Handled right, user satisfaction surveys can provide actionable data to drive improvements to the service desk. Are you over-delivering? Do your technicians need to improve?

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**"Service Desk is very easy to use and to develop, so we felt that it was the best choice for the future."**

### **TRISTAN DAVID**

Head of ICT  
Oxleas NHS Foundation Trust

Service Desk lets you create and populate surveys, define the response types and set expiration dates for each survey. In addition, audience targeting (such as after every call, in a random pattern, only from users calling about a particular topic, and so on), helps to ensure that users complete the surveys, rather than ignore them.

## **You Need a Tool That Helps You Prove Your Value**

Others in the company may not understand the value you deliver, even if they rely on it every day. It's not enough to meet your SLAs; you also need to be able to explain to executives how the service desk is helping them compete and succeed.

Service Desk helps you justify yourself in the strongest terms: with real data pulled directly from your organization's daily business. You can schedule reports to run regularly or you can access the data just when you need it. ITIL processes help align what you do with the organization's business goals, which means you'll have an answer for all kinds of questions. You can show auditors how you manage change, prove to managers the financial value of the services you provide, or just satisfy the curiosity of an executive who wants to know what the service desk has done for the organization lately.

## **You Need a Tool That Doesn't Require Complex Customization and Constant Consulting Help**

Most of the service desk solutions out there are just as bad as the problems they're supposed to solve. In the time it takes to demo most of them, you can have Service Desk up and running.

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Service Desk is faster to deploy, easier to learn and use, has a lower initial cost, minimal professional service expenses and a simple upgrade path. You don't need hours of consulting help to implement ITIL processes.

### **Experience Calm with Service Desk**

Running a service desk may not be sexy, but it doesn't have to be frustrating and stressful either. You can provide the services your

organization needs without succumbing to a constant barrage of user requests and issues if you have the right service desk solution. Take a vacation from stress with Service Desk. Service Desk helps you apply ITIL processes and provides you with the tools you need to get your job done so you can increase the value you provide to your organization while limiting the frustration of life at the service desk.

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**“As customers move forward on implementing ITIL processes and start looking for a service desk solution that aligns with these, having this certification will certainly add a massive credibility boost to Novell’s (now part of Micro Focus®) offering. I foresee that this will create many additional opportunities for us in the marketplace for Service Desk.”**

**JACQUES SAUVE**

President  
Adaris Technologies

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