

# mindbit Service Desk

easy and convenient service management



The mindbit Service Desk is the ideal central platform for designing and executing your service management. The intuitive ticket system gives you the best access to all ongoing service requests. You keep track of priorities and status.

## The advantages >>

### Service request, Incident - und change management

- Three workflows: „Incident“ , „Change Request“ and „Service Request“
- Creation of tickets from error messages and change requests
- Fast and efficient processing by the agent or the right group

### Easy ticket creation and management

- Clear presentation and intuitive usability
- The system automatically assign a ticket number
- Criteria and the schema are defined individually
- Status and progress of tickets are able to see at all time
- Creation of sub tickets possible

### Extensive reporting functions

- Pre-configured reporting functions
- All important information by mouse click
- Placement all reports conveniently on an individually configurable dashboard
- Creation of desired functions and individual reports possible

### Clear design and easy timekeeping

- Well-structured user interface
- Individual configuration possible
- Integrated working time calculations for easy recording of processing times
- Calculate times for individual tickets or products or directly for entire groups or a customer

## We are also happy to expand our product individually >>

### Workflow designer >>

- ✓ Individual design of your own workflows

### Service catalog >>

- ✓ Own services can be integrated

### Ticket visibility >>

- ✓ Individual choice about the visibility of change requests

### Deployment planing >>

- ✓ Calendar overview of deployments

### Product management >>

- ✓ All used products can be integrated

### Announcement area >>

- ✓ Clear and visible announcement of downtime/maintenance times

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mindbit GmbH is your competent partner for IT consulting and software engineering based in Bielefeld. Do you have any questions about our services? Please do not hesitate to contact us. We are looking forward to receiving your comments.

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