

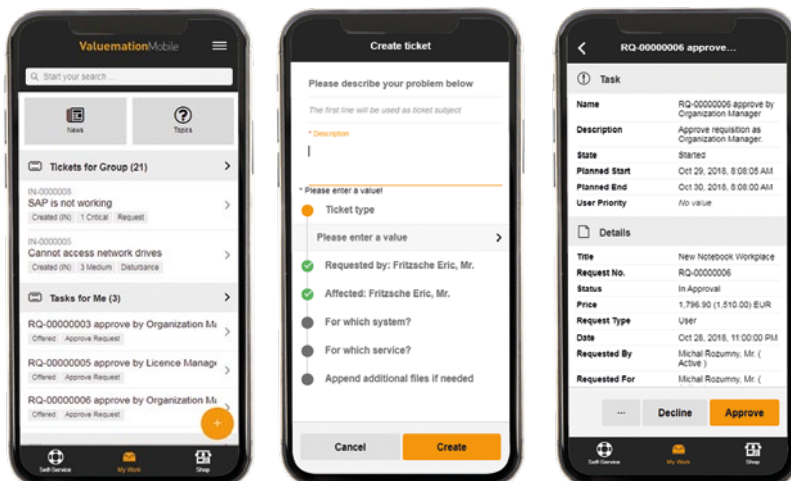
FLYER

VALUEMATION FIELD SUPPORT MANAGER

IT service staff have to respond rapidly when incidents are reported, no matter where they happen to be working. Tickets can be handled faster if all the relevant information, such as notifications relating to already known incidents and asset and configuration data, etc., can be accessed at all times. Ideal support by app is also required for service staff in all IMAC and inventory processes and for managers as part of approvals so as to speed up processes and avoid unnecessary waits.

Objectives

— The Valuation Field Support Manager is an extension to USU's Valuation Suite for mobile devices. With the app, IT service and support staff also use familiar functions and processes on smartphones or tablets. That enables them to respond more agilely to problems and requirements as part of incident or asset management, for example, and be given ideal support in handling tickets quickly and efficiently regardless of their workplace or where they are on assignment.



BENEFITS

Valuation enables you to

Respond faster on the road, because you are shown personal tasks, tickets, current notifications on incidents, approvals that are still required, etc., immediately on your home page

Enter, handle and close tickets directly using an app on your mobile device, independently of your workplace

Carry out a quick and easy inventory of devices directly using the scanner in your smartphone app

Use the familiar functions and all available information on objects from Valuation by means of an app, including on mobile devices

Efficient handling of tickets on mobile devices

KEY FACTS

The Valuation Field Support Manager is a module in the USU Valuation Suite. The app for smartphones and tablets allows you to

Enter, handle and track tickets anytime, anywhere

Conduct an inventory of devices directly using the smartphone's scanner

Accomplish all IMAC tasks using the smartphone and have them acknowledged by the customer

Approve service requests by app

Be notified automatically about incidents, ticket changes, etc.

Access detailed information on tickets and services, even in offline mode

INFO

Other relevant modules:

- Incident Manager
- Resource Manager
- IT Self Service

Intuitive Operation and Rapid Access to Information

— The Field Support Manager is available as an app on mobile devices and as a web and desktop application. On the home page, you can find all relevant information at a glance, such as the status of current tickets, important messages or tasks you have to deal with. Push-messages via pop-up inform about newly received to-dos. System-related information is linked directly with the ticket and can also be called by means of the navigation. Even if there is no or only a weak Internet/network connection, you can see your current tickets and continue dealing with them in offline mode.

Mobile Handling and Resolution of Tickets

— The Field Support Manager lets IT service/support staff handle incidents directly on their mobile device. These tickets can be grouped by status, priority, support group, etc. Employees can accept tickets from their support group, then solve them directly or write a comment on them and forward them to another person to deal with them. For knowledge-based ticket processing, solution documents from either the Valuation Knowledge Manager or the integrated USU Knowledge Center can be used.

Mobile Entry of Tickets

— If a ticket is reported by phone or a problem is detected on site, support employees can also create tickets on their own and handle them while on the road. Users are guided step by step through the form when entering incidents. Mandatory fields and preset fields ensure that all important information is recorded. In the desktop application, additional information (such as screenshots or system information) can be added as an attachment to the ticket.

Inventorying Assets

— The Field Support Manager also allows IT service/support staff to conduct a physical inventory of assets directly on site. To enable that, the asset barcodes are scanned directly by smartphone and automatically compared with the target inventory in the CMDB. It is also possible to record unexpected installed assets discovered in the inventory using barcodes and/or enter their identity number manually in inventory tasks and add them by means of a photo.

Mobile Completion of IMAC Tasks

— Tasks as part of install, move, add and change processes can be handled and completed directly on site using the Field Support Manager. Customers can confirm and acknowledge acceptance of the task directly by signing on the smartphone of the IT service/support employee.

Mobile Approval of Service Requests

— The Field Support Manager gives approvers and superiors an overview of their employees' requests at all times, enabling them to approve or reject them directly in the app.