

Engage with a Vision

Get your support and service processes automated, your team organized and your goals achieved



- ✓ Multi-Channel
- ✓ Multi-Platform
- ✓ Asset Management
- ✓ Cloud Offering



xDesk™

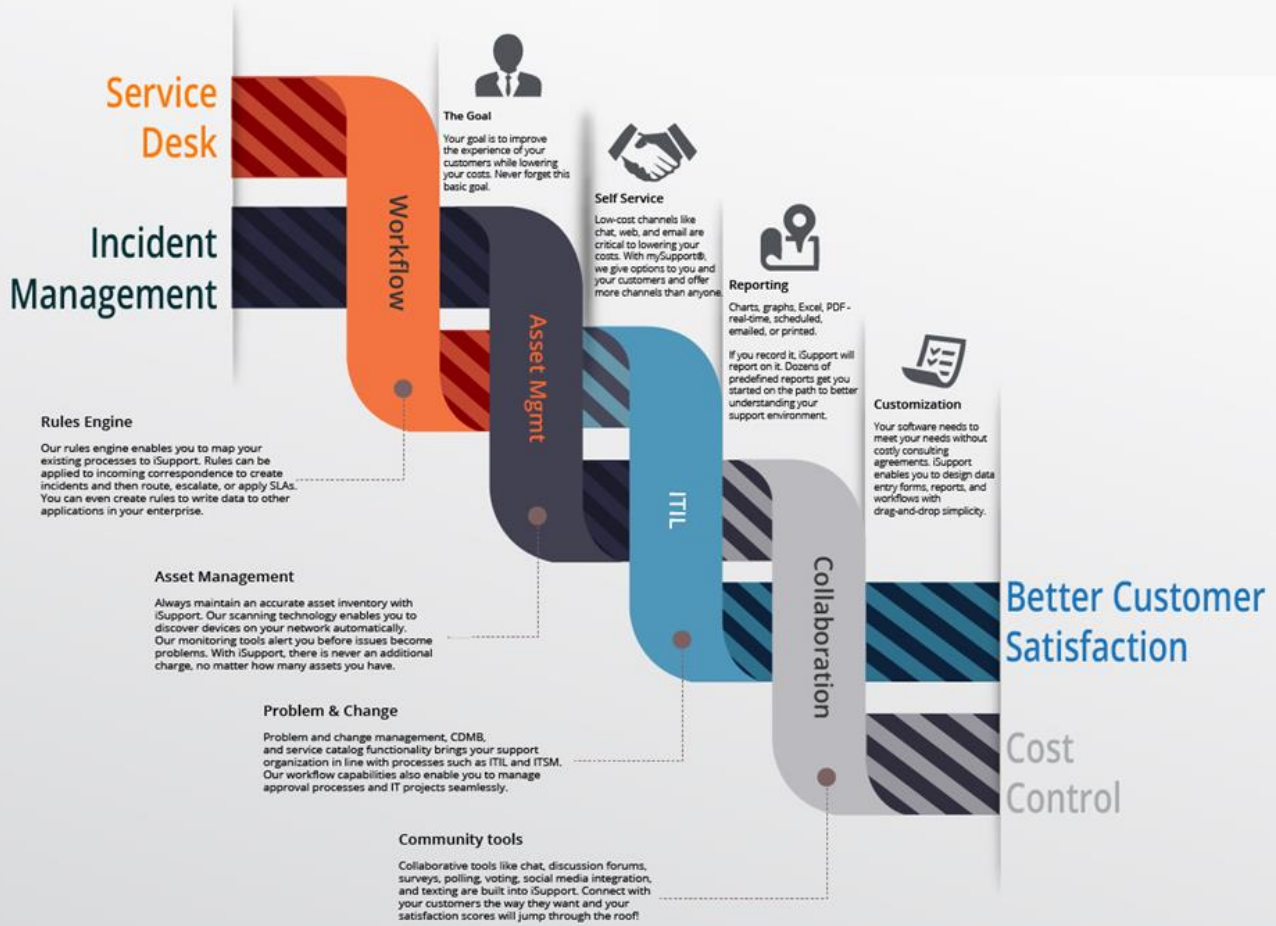
An End-to-End Automated Service Process that will surely put a smile on your customer's face and a five stars to next to your service rating

xDesk is a complete integrated support platform that helps organizations deliver best customer service for internal employees and/or external customers. Through multi-channel support capabilities, automated support processes, wide integration coverage and more initiative features: xDesk is the optimum solution for those who want to deliver superior support services

- ⊗ Customizable Standard Process
- ⊗ Multi Vendor Call Center Integration
- ⊗ Built-in Knowledge Base
- ⊗ Automatic Case Routing & Escalation
- ⊗ Multi Channel Self Service
- ⊗ ITIL Standards Built-in



MANAGING YOUR HELPDESK



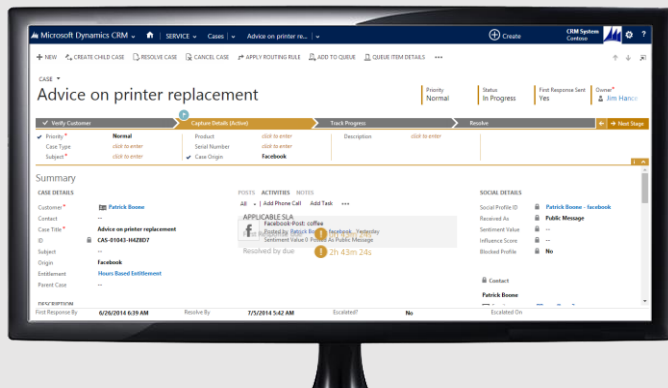
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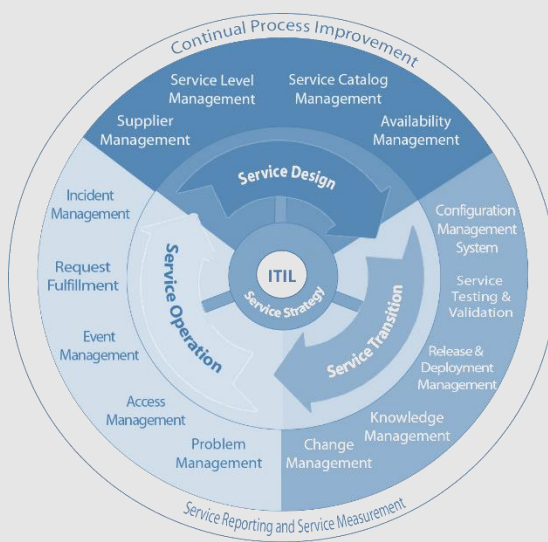
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Standardize service process with automatic workflows and built-in knowledge base

xDesk has built-in service automation processes with initiated library that standardizes your support procedure. These processes are flexible and customizable enabling you to embed your escalation parameters or routing channels.

xDesk can also automatically escalate cases to vendors directly. Integrated Asset Management will allow cases that were opened against a specific asset to be recognized with respect to associated warranty and service contracts, recognize the vendor and automatically inform the contact person through email or SMS.



Built-in Knowledge Base

Provide the right answers at the right time.

Easily connect the right person with the right knowledge at the right time to answer service needs. Empower customers and employees with unified knowledge to provide a single source of truth. Ensure that your knowledge is relevant, by simply capturing and publishing across your content channels, while measuring impact through rich analytics.

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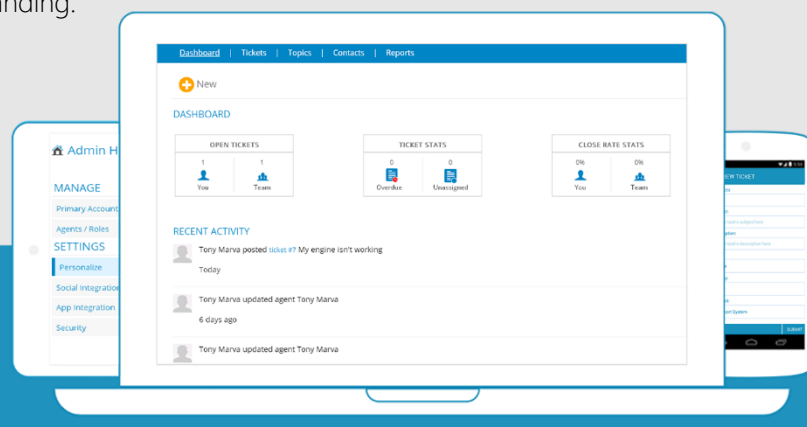
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Multi-channel Service Desk & Contact Center Integration

Offer service anytime, anywhere

Enable customer service engagements across web, social, chat, email, mobile, and phone, including customer self-service and social care. Provide channel context for personalized service with minimal customer effort.

Use real-time and historical insights to personalize every interaction. Understand what your customer has already viewed and searched—before they ever reach an agent. With Service by Microsoft Dynamics, organizations can gain critical insight, with feedback and surveys that provide general sentiment, contextual feedback, and transactional understanding.



Multiple Platform Native Support



Multiple Contact Center Integration Capability



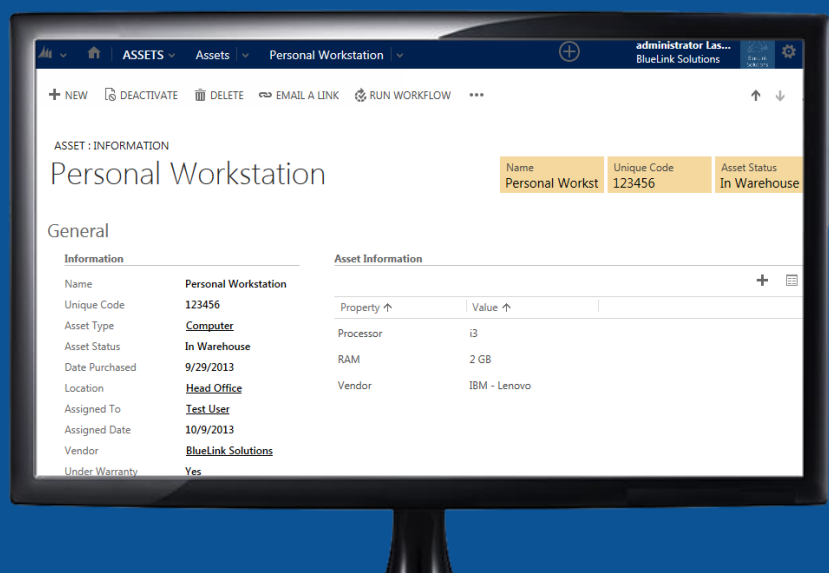
Built-in Asset Management with value depreciation tracking

Track your complete inventory no matter what it contains, from Workstations, Servers, Switches to Software, Mobile Devices & Tablets:

- Unlimited Number of Categories
- Unlimited Number of Assets
- Define custom fields for each category
- Track Serial Numbers & Barcodes
- Integrated Case Management
- Support Notes & Attachments
- Track Warranty Information
- Track Assignment Information
- Track Maintenance Information
- Track Depreciation Rates

Track every vendor that you have. Whether for new purchases or for maintenance and support:

- Maintain a complete profile for your vendors
- Manage all related assets to each vendor
- Manage Purchases and payments for each vendor
- Assign Cases to every vendor and measure their response performance
- Manage Service Contracts:



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Identify trends, anticipate opportunities, and gain insight through dashboards, deep analytics, and powerful data visualization capabilities.

Organizations can identify business opportunities and gain deep customer insight by tracking and correlating customer satisfaction with service metrics. Fully integrated out of the box, Microsoft Power BI and Excel generate reports, interactive charts, and 3D geospatial visualizations to help identify trends and "what-if" scenarios and to forecast outcomes to help reduce effort scores.

Service intelligence

Anticipate your customer needs



The Power of Choice

The Powerful, yet flexible platform of Microsoft Dynamics xRM, enables xDesk to be deployed to any model of your choice from on premise, cloud, private cloud, Microsoft CRM Online or even a "Hybrid Deployment" that mixes two or more of these models.



Cloud



On-Premises



Hybrid Model



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