

Home Run Help Desk 2000 Enterprise

CRM for Internal and External IT/Computer Help Desks

BENEFITS

1. Get Organized

Tracking call tickets on a yellow pad or spreadsheet is so yesterday. Especially because it takes so much more work than is necessary to organize the work load that way. Home Run Help Desk Enterprise (HRHDe) provides an easy-to-use interface for entering, tracking and managing work orders the electronic way using a centralized database.

2. Get Control

Now that all the information is in one place, the workflow begins to make sense, and things start getting done. Customer satisfaction increases because they know you're working on the problem and are kept in the loop every step of the way.

3. Get Access

With a ubiquitous system such as HRHDe, clients and technicians, as well as administrators, can access the information they need about open or historical work orders with ease from anywhere. Such access empowers you with mobility and flexibility thereby improving effectiveness.

4. Get It Done

Solution information for each work order is cataloged for each work order entered into the system. Hence, duplicate work is minimized, efficiencies are increased and costs are reduced. Administrators can also use HRHDe to stay on top of system activity to keep the work flowing.

5. Get Paid

For those who would use HRHDe to track billable hours, HRHDe sports powerful reporting features that allow billable hours to be easily outputted for the quick creating of invoices. No more adding up hours at the end of the month.

Home Run Help Desk Enterprise (HRHDe) is a three-tier Web-based work order system that provides state of the art ubiquitous help desk functionality. HRHDe is built using Microsoft SQL Server 2000 on the back end, Active Server Pages as the middle layer, and Macromedia Flash on the front end, so it's powerful, capable and scalable.



KEY FEATURES

Architecture:

- Microsoft SQL Server is dependable and scalable,
- Can accommodate 5000 or more active callers,
- Browse up to 100 active "open" work orders.

Client Module:

- Clients/Customers can search for their own answers,
- View status of their call tickets,
- Submit new call tickets online.

Technician Module:

- Technicians can update calls assigned to them,
- Search the knowledgebase for solutions,
- Notify callers with updates via email.

Administrator Module:

- Administrators can create new users and logins,
- Run database activity reports and edit the database,
- Assign technicians to open call tickets,
- See and manage all calls in the database.

HOSTED SOLUTIONS AVAILABLE

To ORDER NOW or contact Sales
for more information call:

Toll Free: 1-866-966-HRHD
Email: Sales@HomeRunHelpDesk.com
Online: HomeRunHelpDesk.com/hrhde

HOME RUN HELP DESK (R)


TRUST HRHD

Home Run Help Desk is the exclusive provider of HRHDe. Hundreds of customers just like you have trusted us and purchased our software from all over the world. Following your purchase of HRHDe, your order is guaranteed to be processed and your application delivered for download within 24 business hours. We're so confident you'll love HRHDe, we offer you a 100 percent 30-day money-back no-questions-asked satisfaction guarantee! Upon your request, you'll also receive with your order a unique 30-minute remote training course upon activation, and access to our technical hotline when you need help.