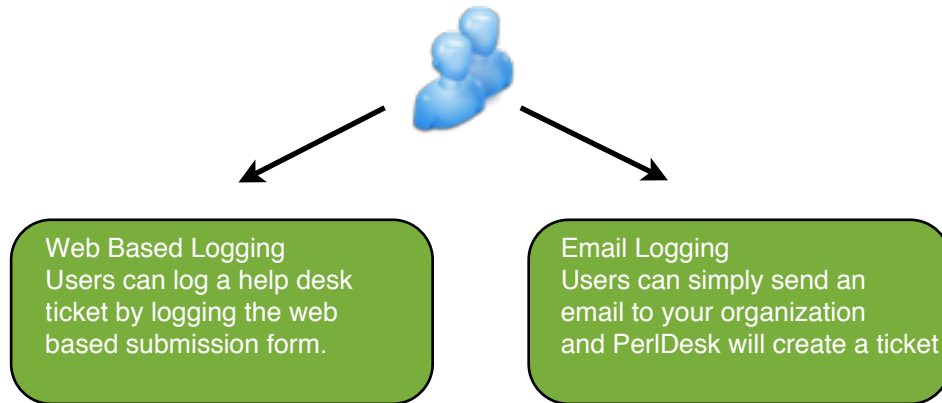


PerIDesk End-User Overview and Feature List

This document relates only to the end-user section of PerIDesk, please refer to the other PDF files available for the other overviews.

How Do Users Log A Ticket



PerIDesk allows you to retain full control over your communications with clients or users, and allows users to log tickets with no inconvenience, using either of the methods outlined above.

Features At a Glance

- Two Logging options for new tickets, both via the web based submission form and via email.
- Knowledge Base / Article system to assist users
- Smart Answer tool, prior to logging a ticket PerIDesk will attempt to find a match for the users question by matching it with existing articles prior to them creating a ticket.
- Email communication with users at every stage as the ticket updates (if enabled)
- Customizable INPUT fields for the submission form to ensure you get the required information from users to assist them.
- Customizable Permissions, you can opt to only allow registered users access to Log Tickets or View Articles.
- Simple registration process allowing users to take advantage of the additional PerIDesk capabilities such as ticket history viewing at a glance.
- Troubleshooter section, allowing you to create step-by-step troubleshooter articles for your users.
- Ticket history available at a glance, registered help desk users can view past help desk tickets.