

HelpMaster Pro - Priority Manager

HelpMaster Pro means SLA Management

Improve client support, service and satisfaction by using the power of HelpMaster Pro to manage your defined service level agreements and escalations requirements.



HelpMaster Pro Priority Manager Profile - 'Escalation overdue URGENT jobs'

HelpMaster Pro Priority Manager Profile

Priority Manager Profiles define what jobs are included, what actions are performed on those jobs, any email that is sent as well as how frequent these actions should take place.

Priority Manager Profile Name: Escalation overdue URGENT jobs

Priority definition | Actions to perform | Email | Email Settings | Frequency | Properties

Criteria

Use Jobfinder search criteria Use custom SQL search criteria

To Be Completed By was in the last 4 hour/s
Job Type = Development or Support Issue or Web development
Priority = Urgent
Job Status = [All non-closed statuses]

Launch Helpdesk job finder

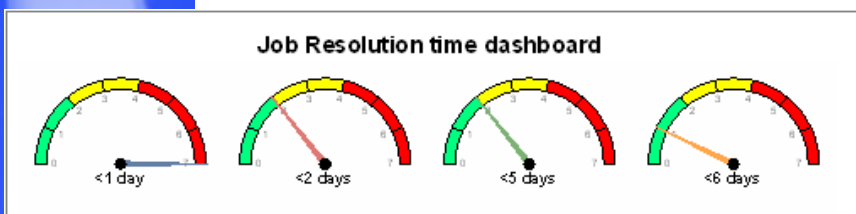
Is this profile en...

OK Apply Close

The Priority Manager is a flexible, rules-based application that **allows an organization to create business rules** for managing service and support requests. The Priority Manager can be configured to **escalate overdue jobs**, notify both staff and clients of **SLA breaches**, and re-prioritize jobs to fit in with your organizations work-flow requirements.

Every Priority Manager "profile" that you create can be **customized to manage the SLA requirements** for an entire division or company, or scaled right down to individual people and problems.

The flexible architecture of the Priority Manager means that you can create as many service level agreement escalations as your organization requires.



Priority Manager is the perfect compliment to your HelpMaster Pro suite.

HelpMaster Pro is the most flexible, template driven helpdesk software on the market.

www.helpmasterpro.com

HelpMaster Pro - Priority Manager

Never miss a deadline again

Every business has deadlines to meet and a certain level of business performance that must be achieved. With the Priority Manager, you can define a comprehensive set of workflow, escalation and service level agreement "rules" that will enable your organization to improve and sustain a high level of customer support. Once an escalation or SLA event has been triggered according to the rules that you define, the Priority Manager can perform a wide range of tasks on the job or jobs that are affected.

Tasks can be:

- Re-assign job to another person
- Escalated in priority
- Have "Actions to do" added to their task list
- Have custom actions and SQL performed on them
- Send notification email to multiple recipients.

Automate your support team

Once Priority Manager "schedules" have been defined, the Priority Manager service will run continuously in the background to enforce and action your service level agreements. Think of the Priority Manager as an extra team member that will always keep an eye on your deadlines and remind both clients and staff when things start to slip. More than just an escalation manager, the Priority Manager is a proactive force for your service and support operations. Your staff will be more productive and your clients will receive 1st class, on-time service.

The Priority Manager can also be used for the following:

- Escalate overdue jobs
- Send email when a job is approaching, or has breached an SLA
- Send bulk email to clients on a regular basis
- Automatically adjust / correct details of certain jobs

When 6 hours = 3 days!?

When you have an SLA response time of 6 hours, do you mean 6 absolute hours between when the job was logged and 6 hours later? Or do you need to calculate the 6 hours based on the actual office hours that your business operates? There can be a big difference! With the Priority Manager and HelpMaster Pro, you can define the work hours for your organization for each day, including weekends and holidays. Every Priority Manager "schedule" is based around a set of filters that you define. Using the powerful HelpMaster Pro "Job Finder", you can now create escalation and SLA "schedules" that work with either absolute, or office hours.

Get more information

For further information on how HelpMaster Pro can help your business increase productivity and save money, please contact us at PRD Software.

Features at a glance

Escalation and SLA definition

- Priority Manager uses powerful escalation rules to monitor and enforce service level agreements.
- Escalation actions include update, re-assign, re-prioritize, execute SQL, send email, add "Actions to do", complete.
- Notify staff when an SLA breach is just about to occur, or when it has occurred.
- "Profiles" can be created to target groups of sites, people or assets, or they can be created to focus specifically on single entities only.

Scheduling

- Each Priority Manager schedule can be set to run just once, or at regular intervals of time.
- Individual jobs that have been actioned by a Priority Manager schedule can be further scheduled so that they are not affected by the same schedule for a pre-defined period of time. Alternatively, they can be set to be actioned only once per schedule. For example, A job that has breached a SLA requirement may trigger an email to the Manager of a section. This email can be scheduled to occur every hour from then on, or just one time only.

Re-prioritize jobs

- Priority Manager Profiles can be created to automatically adjust the HelpMaster Pro Priority code of each job depending on the details of the job.

Workload balancing

- The Priority Manager can automatically re-assign jobs from one job queue into another.

Job Workflow

- The Priority Manager is a powerful component in the HelpMaster Pro workflow process. It can re-assign jobs, re-prioritize jobs, add further "Actions to do" to existing jobs, or simply send email to defined staff and clients.
- Automatically email clients after their job has been resolved to ask for their level of satisfaction.
- Whenever the Priority Manager actions a job, the "Action Log" for that job displays the details for complete audit history.
- "Overlap" Priority Manager schedules to achieve comprehensive SLA and escalation requirements.

Dual time support—Office hours vs Absolute time

- The Priority Manager can action jobs based on either the absolute time they have been opened, or by the "Office working hours" that they have been opened.

Server Oriented Architecture

- The "Priority Manager" runs as a genuine Windows Service that can be deployed on a service, or other workstation

Database

- Microsoft SQL Server 2000
- Full Text Searching
- OLAP and Reporting Services available

Reporting

- Full Priority Manger activity logs are created for each Priority Manager operation.
- Over 130 built-in reports for the Desktop Edition of HelpMaster Pro

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