

Kaseya Service Desk

Provide maximum service levels through efficient helpdesk automation

Kaseya Service Desk is an ITIL designed solution that provides a comprehensive and flexible web-based helpdesk environment. Think of it as your Hub of Knowledge where your pre defined IT processes flow through a central repository creating a fully automated service desk strategy.

Kaseya Service Desk consolidates all incidents, requests, problems and change requests in one tool while enabling IT professionals to resolve issues by leveraging Kaseya's award-winning IT Automation platform. The result – IT Services that are aligned with the needs of the business, improved service quality and increased return on investment.

Features

Industry Standard Templates

Kaseya Service Desk provides multiple templates based on ITIL standards. Each service desk can be configured with unique processing characteristics, roles and policies.

- **Incident Desk** – Track and categorize user disruptions from phone or electronic media for direct or automated response
- **Problem Desk** – Identify and consolidate common threads based on events, trends and incidents to understand root cause and impact to business
- **Change Desk** – Provides a collaborative view of change requests with approval procedures for pool assignment to ensure proper scheduling across department teams

Knowledge Base

Kaseya Service Desk includes a built in Knowledge Base which allows your IT department to reduce the impact of incidents in a timely manner.

- Quickly find related known error data, resolutions and workarounds.
- Convert tickets into Knowledge Base articles and link articles to tickets.
- Provide end user accessible Knowledge Base search capabilities.

Direct and Automated Remediation

With increasing demands on your service organization, the ability to automate common procedures and act proactively without requiring direct end user communication is crucial. Powered by the Kaseya Framework, a comprehensive set of integrated IT Automation processes, the Kaseya Service Desk can streamline helpdesk processes by routing tickets automatically to the appropriate role or initiate agent procedures based on unique business rules. Kaseya's integrated agent-based architecture provides complete history tracking with direct access to the critical resources you need.

- **Automated Routing** – Event monitoring identifies key characteristics of reported incidents with the ability to route to the appropriate pool of technicians
- **Agent Procedures** – Kasey's English based scripting can initiate updates or routines at the targeted device with or without user intervention
- **Live Connect** – Provides direct access to device from service request with the ability to transfer files, update the registry, view event logs and much more

Goals and Escalation Rules

Kaseya Service Desk allows you to document service level policies, set goals and objectives and define escalation rules, insuring that you achieve the goals set in your SLA by alerting you if you are in danger of failing to meet them and the ability to escalate accordingly.



KEY BENEFITS:

- Track and manage Incidents, Problems, Service Requests, and Change Requests through a single integrated console
- Automated remediation and escalations with rules-based procedures
- Establish fine grained control of Service Desk access through comprehensive Roles and Scopes
- Leverage Key Metrics for SLA Measurement with policies, goals and reporting
- Empower users with searchable Knowledge bases, process documents and ticket submission from a browser portal
- Incorporate best practices and ITIL standards through built-in Service Desk templates
- Consolidate and categorize information to understand trends, resolve problems and make informed business decisions
- Remote access and direct computer management from anywhere with Live Connect

The screenshot displays the Kaseya Service Desk web interface. At the top, there's a search bar and user information for 'kevin.franck'. Below that, a navigation menu on the left lists various service desk functions like 'Tickets', 'Organization Tickets', and 'Administration'. The main area shows a list of tickets with columns for Id, Summary, Status, Stage, Priority, Severity, and Category. Below the list, a detailed view of a ticket is shown, including a 'Notes' section with a table of activity logs and a text area for user messages.

Time	User	Task	Minutes	Note	Hidden
12:10:42 pm 29-08-2014	System			A survey has been emailed to kirk.feathers@kaseya.com	<input type="checkbox"/>
11:40:51 am 29-08-2014	System			Escalation level has reached 7, Stage has been changed to Tier2, Status is In Progress and Assignee is kfeathers Tier2Support. Changes were made by the "Stage Escalated" procedure.	<input type="checkbox"/>
9:56:20 am 29-08-2014	System			Escalation level has reached 0, Stage has been changed to Tier2, Status is In Progress and Assignee is kfeathers Tier2Support. Changes were made by the "Stage Escalated" procedure.	<input type="checkbox"/>
7:26:52 am 29-08-2014	System			HTML Process List capture has not completed yet. A Process List will be added to this ticket once the procedure has finished. Check back later.	<input checked="" type="checkbox"/>
7:16:38 am 29-08-2014	System			HTML Process List capture has not completed yet. A Process List will be added to this ticket once the procedure has finished. Check back later.	<input checked="" type="checkbox"/>
7:14:38 am 29-08-2014	kfeathers			<p>Hello, Can you please supply us the following information:</p> <ol style="list-style-type: none"> 1. What where you doing at the time of the Incident? 2. Did this Incident happen to you before? 3. Is the Incident hindering you in your work currently? 4. Are you aware of other users experiencing the same problem? <p>Thank you for your help!</p>	<input type="checkbox"/>

24x7 Mobile Access

Kaseya Mobile for iPhone provides service desk managers and technicians the ability to respond to service requests anywhere at any time.

- View service desk tickets assigned to you and team members
- Obtain driving directions to the ticket location or call user directly from ticket
- Create and update tickets

Response Templates

Create automated templates for commonly used responses, status and resolutions to improve communication between Service Desk and end users.

Time Collecting and Reporting

With Kaseya Service Desk it's easy to track, automatically calculate and/or enforce employee time allocations on service requests. With the built-in reporting, track the productivity of employees and document incidents that prove the most time consuming.

End User Portal

Kaseya End User Portal provides an easy to use browser-based solution that empowers users with business process documentation, knowledge base access, technician access and ticketing with a single click from their system tray.

- Create, modify and review status of individual ticket submissions
- Interact directly with helpdesk technicians through text or video chat
- Search for answers to the most common problems through the Kaseya Knowledge Base
- Complete machine audit information including network details, installed applications, system information, hardware and printers
- Provide custom links to internal documentation and company intranets

Minimum Kaseya Agent Requirements

- 333 MHz CPU or greater
- 128 MB of RAM
- 100 MB of free disk space
- Network Interface Card (NIC) or modem
- Microsoft Windows XP SP3, Vista, 7, 8, 8.1, 10, Server 2003, 2003 R2, 2008, 2008 R2, 2012, 2012 R2
- Apple OS X version 10.7.5 through 10.9 or above. Intel only
- TCP/IP Outbound Port 5721
- No Inbound Ports

Minimum Kaseya Server Requirements

- 2.4 Ghz processor, 160 Mhz front side bus, 1 MB cache
- 4 GB RAM
- 40 GB hard drive
- Microsoft Windows
 - Server 2008, 2008 R2, 2012, 2012 R2 or
 - Windows 7, 8, 8.1, 10 are supported for evaluation purposes only with systems that have no more than 5 Kaseya Agents
- Microsoft SQL
 - SQL Server 2008, 2008 R2, 2012, 2014 with latest service pack, or
 - SQL 2008, 2008 R2, 2012, 2014 Express Edition with Advanced Services, with latest service pack
- 100 Mbps Network Interface Card (NIC)
- DSL or Cable modem connection
- TCP/IP open ports: 80 or 443 inbound and outbound, 5721 inbound

ABOUT KASEYA

Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit www.kaseya.com