

# PRODUCT GUIDE

## RESOLVE

Help Desk Ticket Tracking



**GD**  
PROGRESSIVE  
SOFTWARE  
SOLUTIONS



# PRODUCT GUIDE

## RESOLVE

*A highly flexible workflow and process toolkit that can be tailored to your unique requirements.*

*Empower your teams to work more effectively with RESOLVE*

### Current Module Availability

Risk and control

Issue and Snag management

Product and service cessation

Change Management

Knowledge capture

Resource management

Help desk ticketing

Task management

Supplier communications

Custom Modules.

### Help Desk Ticket Tracking

RESOLVE is designed to support multiple business processes and another area which it has proved especially successful in is Help Desk ticket tracking.

A useful module for tracking and ticket management for support of any service, operation or software.

### Data entry to fit your business, not fitting your business to the system

Graphical Data have extensively utilised this module for its own product development, allowing client users or GD customer support personnel to log tickets.

### Standard templates to get you started

### Customised templates to ensure it meets your requirements



From an inventory of available examples or configured to a clients' specific needs, Tickets are assigned to specific software products/instances.

System templates capture the key information required for 2<sup>nd</sup> and 3<sup>rd</sup> line support ticket assessment and so categorise the ticket in terms of priority and severity.

The tickets can be moved back-wards and forward to the relevant team and re-assigned, but still tracked by the requester as the ticket works through the process loop.

## **User level dashboard customisation**

Reporting on open, closed or in-process tickets is available and can be displayed one of the many existing dashboards or a client specific view.

The system itself then becomes a knowledge base for the owner as RESOLVE build up thousands of interlinked reports, help requests and resolutions.

## **Anytime, anyplace, anywhere – see what you need, find what you need.**

This information becomes an accessible knowledge database which, in the example of software, can then be utilised by dev teams when assessing new issues, or by senior management when assessing development priorities. With appropriate permissions internal and external customers can be given shared views of ticket progression and resolution.

## **Rules and communications**



The Desk ticket tracking module can also allow the actioning of Service Level Agreement rules and management to the system to help ensure that response times are met in accord with relevant contractual commitments. E-mail alerting and advisories can be set up to single users or groups.

## **Reports and exports of useful data**

A full suite of reports and exports are available.

For more information contact us on  
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