

- Employee Self Service
- Organizational Efficiency
- Employee Satisfaction

**A**dapt Help Desk solution, built on O365 and SharePoint helps companies to setup internal help desk to manage employee issues centrally. Businesses face regular issues and employees need a platform to report and address these issues. The issues could be of any type such as functional, operational or technical and could be for any department. Adapt Help Desk enables employees to quickly raise or report a new service request and enables companies to automatically route it to the respective departments. The automated solution helps streamline and optimize operations which results in providing timely resolutions to the service requests raised by employees and eventually leading to greater employee satisfaction.



## Service Request

Help Desk allows you to report an issue to the concerned departments or location. One can setup multi location help desks where tickets will be auto routed. One can attach documents or images to support your reported issues. Upon resolution, the reported can re-open the ticket if the resolution is not satisfactory. A user friendly interface allows users to take action on the tickets with just one click. Instant chat module allows user to interact and send messages instantly and one can see the complete history of Chat.

## Ticket Routing

New ticket is auto-routed to the concerned location and department based on the workflow. The concerned department service coordinator can either self-assign the ticket or assign it to their team member. The issue can be prioritize based on the severity of the service type reported. Define the location, departments and coordinators by yourself to automate your routing process.

## Ticket Status & TAT

Help Desk solution allows employees to track their service request and maintain history of each ticket. The unique ticket can be tracked for the status of the service requests as it goes through the resolution cycle. Status gets auto-updated based on the actions taken on the ticket. This helps management to track the ownership and accountability of all the service requests which have come to the departments' basket. One can define TAT against each type of service and monitor their compliance. Once the ticket is closed, user and give their feedback and reviews.

## Features

- Multilingual Support including Arabic
- Centralize help desk for multiple office & multi time zones
- Role based ticket tracking and ticket actions
- Alerts, notifications & real time chat
- Management reports
- Monitor TAT at all levels
- Escalations matrix
- Service feedback

My Reported Issues	Tickets Assigned to Me	Co-Ordinator Tickets
<input type="checkbox"/> <b>TV not working...#TK39</b> Reported by Daniel on 26-Feb-15 05:04 PM, Gurgaon Assigned to IT Department (Sohail) Service Type: Leaves Query	Stage: Resolved Priority: Low	<input type="button" value="Close Ticket"/> <input type="button" value="Reopen Ticket"/> <input type="button" value="Messages 3"/> <input type="button" value="Ticket History"/>
<input type="checkbox"/> <b>Desktop not working...#TK38</b> Reported by George on 08-Apr-15 11:55 AM, Gurgaon Assigned to IT Department (User Not Assigned) Service Type: Desktop Issue	Stage: Not Started Priority: Not Yet Assigned	<input type="button" value="Close Ticket"/> <input type="button" value="Messages 0"/> <input type="button" value="Ticket History"/>
<input type="checkbox"/> <b>AC not working...#TK37</b> Reported by William on 08-Apr-15 11:28 AM, New Delhi Assigned to HR Department (Harry) Service Type: AC not working	Stage: In-Progress Priority: Not Yet Assigned	<input type="button" value="Close Ticket"/> <input type="button" value="Messages 1"/> <input type="button" value="Ticket History"/>
<input type="checkbox"/> <b>Application not working...#TK36</b> Reported by David on 08-Apr-15 10:55 AM, Gurgaon Assigned to IT Department (User Not Assigned) Service Type: Desktop Issue	Stage: Not Started Priority: Not Yet Assigned	<input type="button" value="Close Ticket"/> <input type="button" value="Messages 2"/> <input type="button" value="Ticket History"/>

**TV not working** TK4 Status: Open

**Problem Details**  
Screen totally blank.No display.

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Attachment(s)

Date Created : 26-Feb-15 05:04 PM  
 Expected Resolution Date: 02-Mar-15 12:00 AM  
 Assigned To : Oliver jeff  
 Department: IT | Gurgaon  
 Priority : Low  
 Stage : Resolved

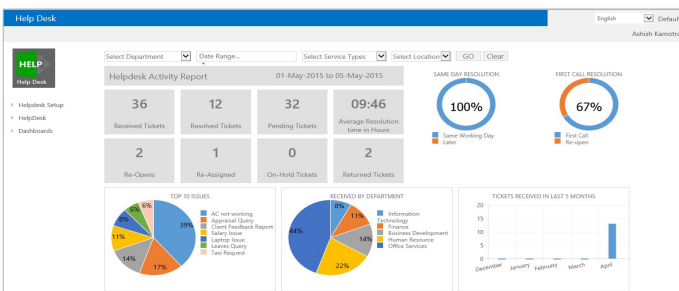
**Resolution Details**  
The issue has been resolved by changing the screen.

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I want my issue to be resolved on an urgent basis.  
 Posted by: John Date: 09-Apr-15 05:01 AM

Got my issue resolved.Thanks.

**Reportee Information**  
 John keyr  
 Location: Gurgaon  
 Contact No: 999958566677, 6677777876767  
 Email: John@adaptindia.onmicrosoft.com



## Dashboard

Adapt Help Desk Dashboard provides a graphical representation of all the issue reported. It provides a real time insight to the management for measuring the efficiency of the support team as well as keeping a track of the prevalent bottleneck in the functioning of the departments and define parameters for better employee satisfaction. Track the turnaround time that your organization takes to resolve employee request.

## System Requirements

Microsoft SharePoint 2016, 2013 and Office 365.



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## SharePoint Add-In by Adapt



Intranet forSharePoint



Quiz Maker Plus

Watch Help Desk Video  
<https://youtu.be/hu5L1cFYBnY>

Free 30 days trial  
<http://www.adapt-india.com/HelpDesk.aspx>