

Help Desk Authority[®]

What's New Guide

Help Desk Authority 9.1

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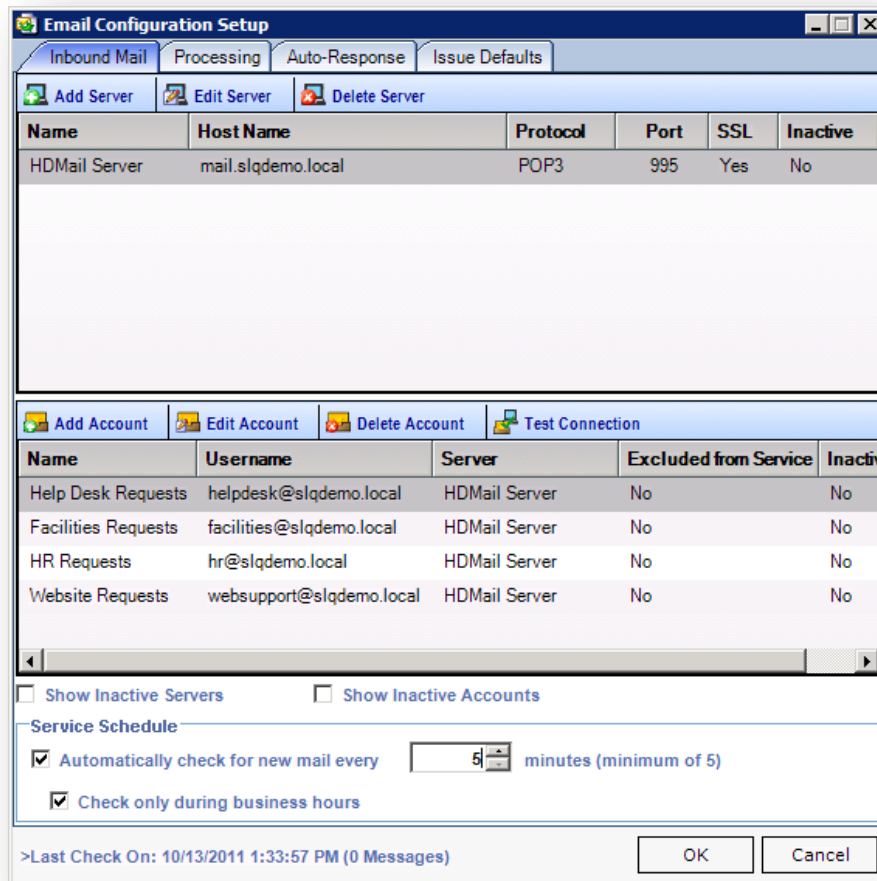
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Help Desk Authority is a comprehensive help desk solution for small to medium businesses that is easily customized to your business, provides a range of self-service and automated functions to enable IT to focus on the most important issues, and can be upgraded to include powerful, integrated management tools that empowers the help desk team to immediately diagnose and resolve issues from one console.

New Feature Highlights for Version 9.1

Support for Multiple Email Servers and Accounts for Email to Ticket Creation

Help Desk Authority 9.1 now supports processing incoming email requests from multiple mailboxes and multiple email servers. This allows for separate email addresses to be created for separate ticket queues. Create workflow rules to automatically assign requests that come through a specific email address to the proper group or technician. This new feature allows you to effectively route requests to the proper groups within your organization automatically as they are entered through email – minimizing the number of incorrectly assigned requests and cutting down on the overall time to resolve the requests that come through the system.



iPhone App Enhancements

The HDMobile iPhone App for Help Desk Authority has gotten a number of enhancements including a new and improved user interface, simplified configuration, enhanced filtering options and new operating system support.

- Full support for iOS 5
- Help Desk Authority 9.1 is set up to display the list of issues right after logging into HDMobile. In previous versions, the user had to build special queries with Help Desk Authority Clients beforehand to display any issues list in HDMobile. In the current release, the issues matching My Open Issues query are displayed immediately after logon. The user can also create any custom HDMobile-specific query to show other than the default issues list.
- The HDMobile preliminary configuration steps have been streamlined and currently require no manual configuration of the web service that was a common workflow in previous versions. During full or custom setup the Help Desk Authority Web Components for iPhone application (HDMobile Web service) installs along with the HDA database connection profile automatic creation.



Requester Sign-Off for Approval of Closed Tickets

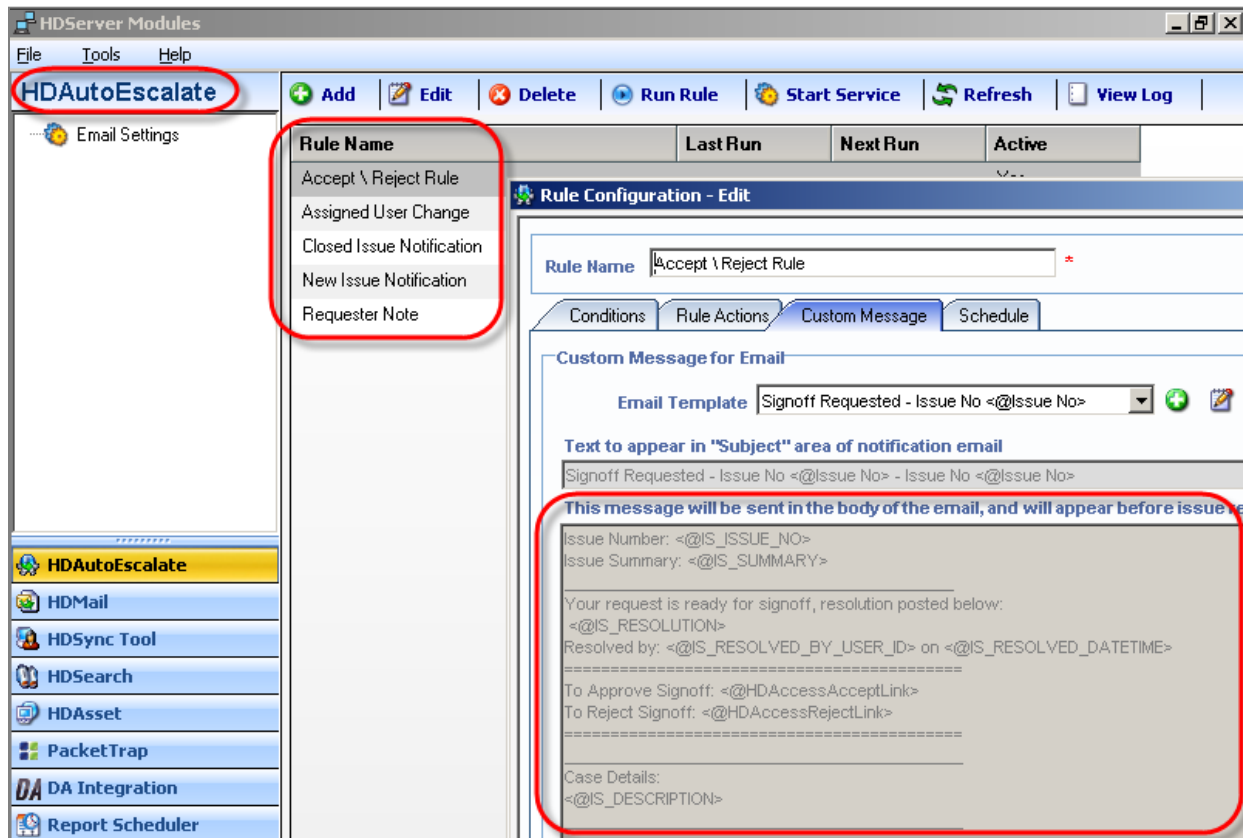
When a ticket is closed by the help desk, the Requester will now receive an email notification of the resolution along with a request to Approve or Reject the resolution along with the ability to provide feedback. This approval process helps to ensure your customers are satisfied with the service provided and helps to prevent duplicate tickets being created for the same issue (or re-opening a previously closed issue).

Preconfigured Notification Emails and Dashboard Widgets

More features of Help Desk Authority 9.1 come with values pre-defined out of the box enabling an organization to begin using the application features within minutes of installation.

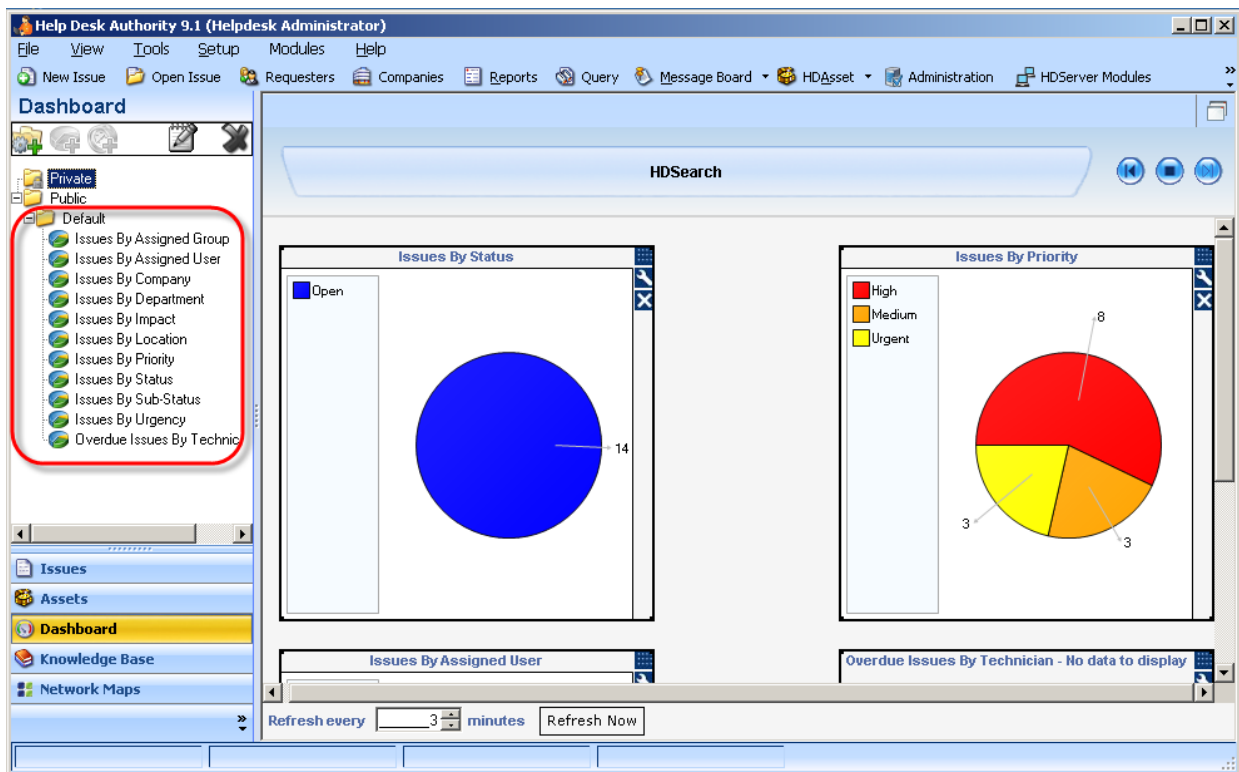
A set of preconfigured HDAutoEscalate rules, e-mail templates, new HDAutoEscalate-specific Issue query and some other newly added data will allow users to get automatic notifications on the following issue changes with minimum of Help Desk Authority system tuning right after installation:

- An issue assignment has changed (Assigned User Change)
- An issue has been closed (Closed Issue Notification)
- An issue has been received by the help desk (New Issue Notification)
- Requester has added a note to an issue (Requester Note)
- A resolution to an issue has been found and a sign-off approval notification has been sent to the requester (Accept\Reject Rule)



The Dashboard Management Window now comes with a list of preconfigured graphs:

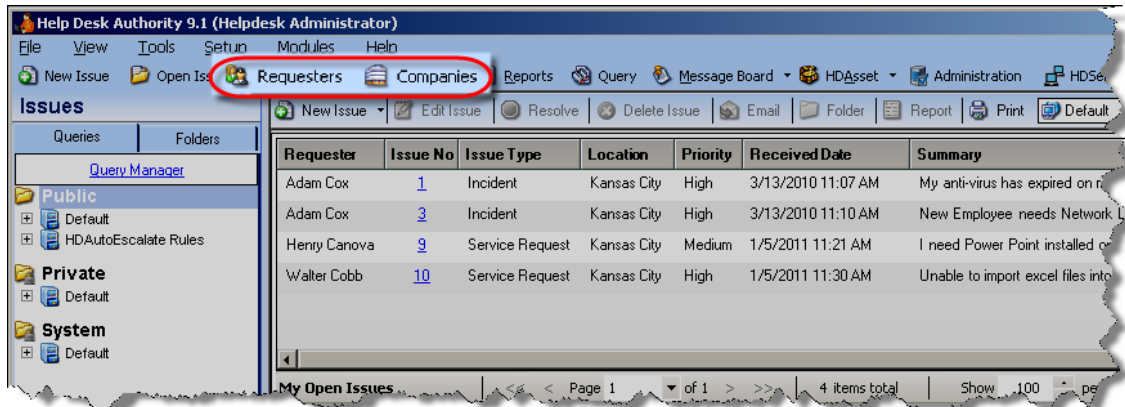
- Issues by Assigned Group
- Issues by Assigned User
- Issues by Company
- Issues by Department
- Issues by Impact
- Issues by Location
- Issues by Priority
- Issues by Status
- Issues by Sub-Status
- Issues by Urgency
- Overdue Issues by Technician



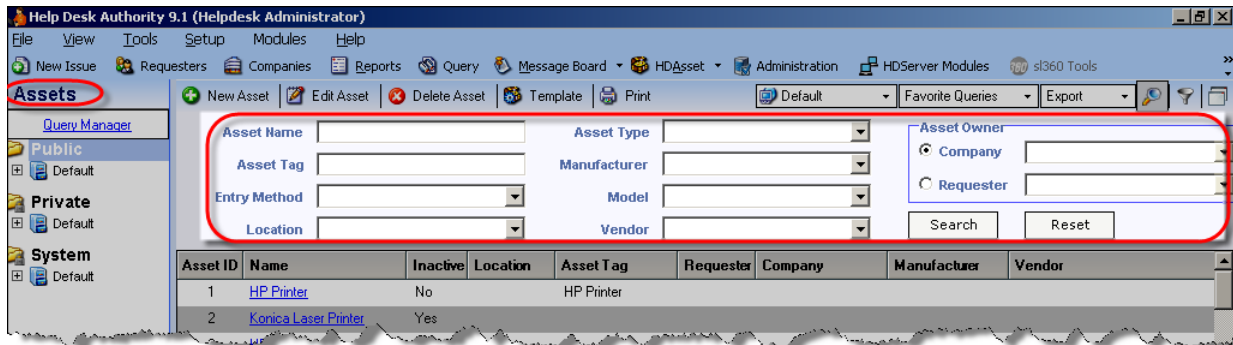
Usability and UI Enhancements

Some usability, look and feel improvements have been made throughout the whole Help Desk Authority software suite:

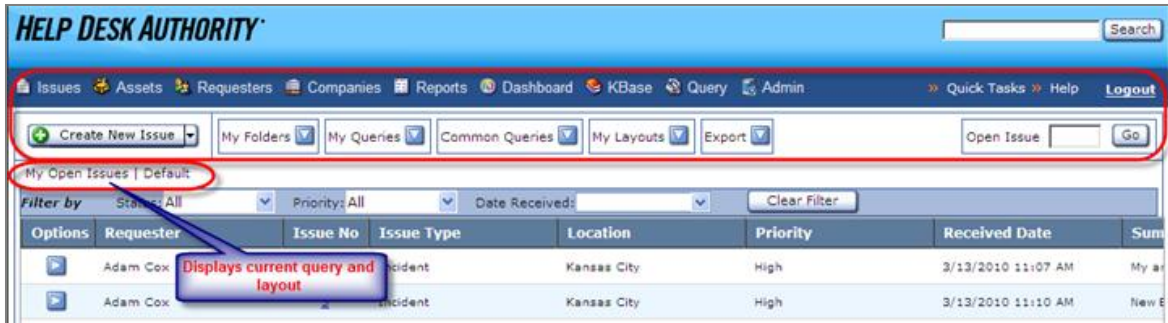
- Within Help Desk Authority Windows Client:
 - The Requesters and Companies management windows can be quickly accessed right from the toolbar.



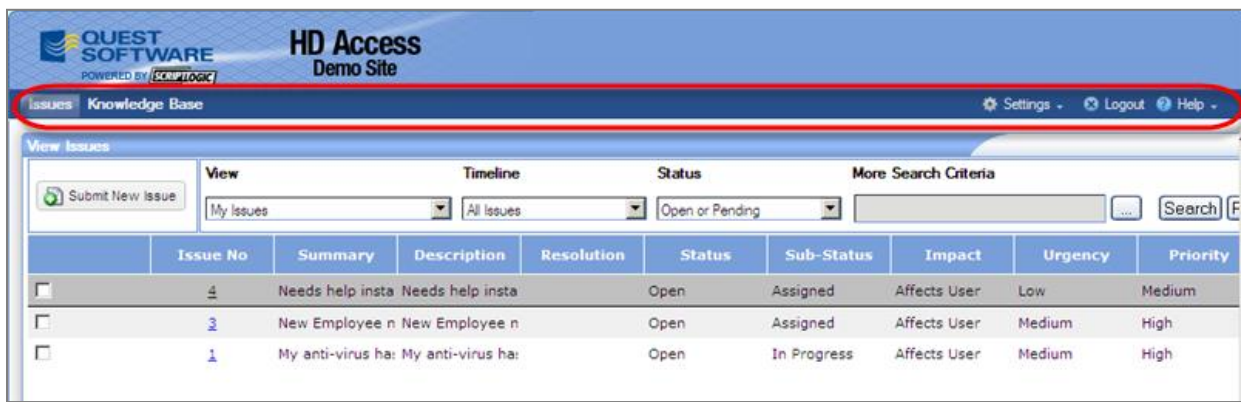
- The search for assets, similar to the one of the Help Desk Authority Web Console, has been added into the Help Desk Authority Windows Client.



- Within Help Desk Authority Web Console:
 - A special status bar was added to show currently used Query and Layout.
 - The functional elements of the reorganized and enhanced toolbar and menu bar look more prominent.



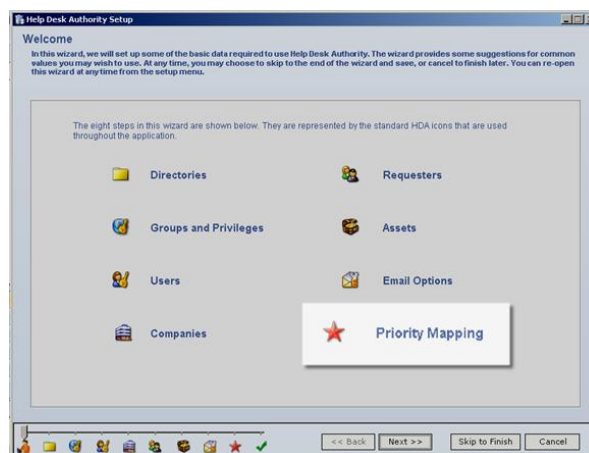
- Within the HDAccess Requester Self-Service Portal, the functional elements of the reorganized and enhanced toolbar and menu bar look more prominent.



- Within HDServer Modules, an email notification about a newly added note now contains the text of the note (in earlier versions the email only informed that a note had been added.)

Priority Mapping within the Configuration Wizard

The Configuration Wizard now includes a step to configure the priority mapping settings.



For more information, please visit <http://www.scriptlogic.com/products/help-desk-authority/>