



SMART SUITE  
IT Service Management,  
Help Desk & Customer Service Software

*Detailed Features List*



Internet Information Technologies

## **General System Functionality**

- ✦ Totally Web-Based user and support staff interface.
- ✦ Supports all major ITIL Modules.
- ✦ Supports Multiple Languages (English / Arabic / French) & Gregorian / Hijri Calenders.
- ✦ Go Live for standard package from day 1.
- ✦ System Supports multiple access levels, and has ability to support many Roles : like Employee, Employee Manager, Service Desk Call Taker, Service Desk Manager, Support Staff, Support Staff, Manager, Customer & Administrator.
- ✦ Multiple attachments can be added in all major functional areas.
- ✦ Can create new Tasks/Work orders from within an incidents/service requests.
- ✦ Can record time spend on activities, tasks, incidents/service requests.
- ✦ Can record Service Cost for each incident/service request.
- ✦ Provides a secure historical audit log of all actions.
- ✦ Service Level Agreements can be defined, monitored for compliance, and tracked for performance.
- ✦ Email Distribution lists can be created to notify users and groups about an event.
- ✦ User defined fields can be created and added to any screen.
- ✦ Executive dashboard with drill down capability.
- ✦ Custom surveys can be automatically sent to users after issues are resolved.
- ✦ Can hide fields for specific users using security management.

## **Integration Options**

- ✦ System synchronizes with MS Active Directory for user login.
- ✦ System has ability to integrate with Microsoft's Operations Manager.
- ✦ System has ability to integrate with Microsoft's System Center Configuration Manager.
- ✦ System has ability to Integrate with IP-PBX and Interactive Voice Response (IVR) Call Center systems.

## **Self – Service Features**

End Users (Employees / Customers) can do the following :

- ✦ Create requests for Incidents or Service Requests.
- ✦ Check the status of Incidents or requests tickets in a dashboard.

- ✦ Add notes or comments to a request at any time until it is closed.
- ✦ Attach documents to an Incident or service request.
- ✦ Search a knowledge base for solutions.
- ✦ View News, FAQ's and System Outages Information.
- ✦ Respond to published Surveys as part of Continual Service Improvement.

### **Generation of tickets from Email & Websites**

- ✦ Has ability to convert email send to support department into an incident ticket.
- ✦ Provides guest URL, which allows visitors to access application, for opening service request tickets without logging into the system.
- ✦ Confirmation of request receipt is automatically emailed back to the sender with relevant information included.

### **Incident Management – Key Features**

- ✦ Allows creation, modification and closure of Incident records.
- ✦ Provides ability to input free text & attach multiple files for the recording of Incident descriptions and resolution activities.
- ✦ Automates the rapid classification and recording of Incidents using templates.
- ✦ Assign priority, business impact, and urgency indicators to Incident records.
- ✦ Facilitates the monitoring and tracking of Incidents.
- ✦ Supports the automated routing (alerting) of Incidents to selected support staff or groups.
- ✦ Customizable thresholds for automated escalation.
- ✦ Support cloning of Incidents.
- ✦ Allows grouping of duplicate / similar incidents using parent child relationship.
- ✦ Create new Tasks / Work orders from within an incident.
- ✦ Record time spend on activities, tasks & incidents.
- ✦ Record Service Cost for each incident.
- ✦ Provides management reports from historical Incident records.
- ✦ Facilitates the analysis of Incident and call data to identify trends.
- ✦ Able to generate reports on outstanding (unresolved - open and overdue) Incidents.
- ✦ Allows closure of Incidents by utilizing customizable Incident closure codes.
- ✦ Provides simple and advanced search capabilities.

- ✦ Tool facilitates the closure of all Incidents when the associated Problem or Known Error is resolved.
- ✦ Facilitates secure and controlled access to the Configuration Management Database to navigate, modify and extract Configuration Items & Incident related information.
- ✦ Allows Incident Management to notify and assign high priority Incidents to multiple associates (Support Groups).
- ✦ Provides Interface that allows users to check the status of requests, frequently asked questions or view outage information.
- ✦ Facilitates the automatic escalation of unresolved Incidents as per pre-defined time intervals.
- ✦ Facilitate the use of knowledge base & support check lists for Incident diagnosis and Resolution.

### **Problem Management – Key Features**

- ✦ Facilitates the creation, modification, and closure of Problem records.
- ✦ Provides the ability to distinguish between a Problem and Known Error.
- ✦ Route and assign Problem records to pre-defined support staff or groups.
- ✦ Allows Impact and urgency codes to be assigned to Problem records.
- ✦ Facilitates progress tracking and monitoring of Problems.
- ✦ Escalates Problems after pre-defined thresholds of SLA's have been Breached.
- ✦ Facilitates the generation of customizable management reports for trend analysis.
- ✦ Facilitates the association and maintenance of the relationships between Incidents, Known Error records and RFCs.
- ✦ When a Change has been successfully implemented the closure of all linked Known Error / Problem records is automatically initiated.
- ✦ Allows linkage of Configuration Items in CMDB to Problem Records.

### **Service Request Management Key Features**

- ✦ Service request can be opened by a user or a service desk call taker using Shared Service Catalog.
- ✦ Integration with Service Level Management to track and ensure compliance with service level agreements (SLAs).
- ✦ Configurable workflow for routing work assignments as per pre-defined business rules.
- ✦ Automatic escalation via Email / SMS based on business rules.
- ✦ Automated action taken by the system based on rules, such as change a status after a specified time period.

- ✦ Work Orders or Tasks can be created and assigned for fulfilling a service Request.
- ✦ Activity Notes can be placed in a service requests.

### **Change & Release Management Key Features**

- ✦ Facilitate the recording and storage of Request For Change ( RFC ).
- ✦ Allows only authorized personnel to submit RFCs.
- ✦ Supports Routing of RFCs to the appropriate authorization bodies like Change Advisory Board (CAB).
- ✦ Supports monitoring and tracking of the life cycle of a Change request. For example, tracking a change through the different stages of authorization, coordination, and review.
- ✦ Ability to approve or reject Changes online.
- ✦ Allows recording of impact assessment information such as, embedding of attachments Related to financial/business/technical reviews.
- ✦ Supports recording of Change schedules for build, testing, and implementation.
- ✦ Record back-out procedures within the Change record.
- ✦ Supports the planning, management and successful rollout of approved changes using Release management.

### **System Asset & Configuration Management Key Features**

- ✦ Complete built in asset & configuration management tool set.
- ✦ Tracks all important Hardware attributes like Processor info, harddisks & RAM capacity, Network card details.. Etc.
- ✦ Tracks all important software information such as applications installed, service packs, updates ...etc for each asset.
- ✦ Track supplier and manufacturer profiles for each asset.
- ✦ Dash board view available to view all tickets for a given asset.
- ✦ Assets can be assigned to any owner in their lifecycle, with historical tracking of ownership.
- ✦ Supports Software Licensing Metering & Compliance.
- ✦ Track & record Software Backups information.
- ✦ Supports all contracts information and with email alerts before contract expiration.

### **Service Level Management Key Features**

- ✦ Define multiple support centers, business working hours & holidays.
- ✦ Activities are adjusted based on operating hours, accounting for nights, weekends, & Holidays.

- ✦ Defines individual milestones; system initiates notification & escalation upon breach of SLA's.
- ✦ Unavailability of a technician will automatically re-assign incidents, problems and service requests by sending an email/sms alert to the alternate technician.
- ✦ Allows you to publish your own Service Catalog for (IT/HR/Administrative/Financial) Services.

## **Knowledge Base**

- ✦ Technicians can publish solutions to a knowledge base.
- ✦ File attachments and links can be added, such as screenshots, internally stored documents, and internet-based information.
- ✦ Items in knowledge base can be marked as FAQ's / Checklists.

## **Survey Management Key Features**

- ✦ Allows Delivery of Survey Invitations when an Incident or Service Request is closed.
- ✦ Manual Delivery of Surveys to Selected Audience.
- ✦ Create Multiple Different Survey Types.
- ✦ Unlimited User Defined Fields for Survey Questions :
  - ✓ Drop-down, Radio Button, Checkbox, or Text Box Fields
  - ✓ Required or Optional Survey Questions
  - ✓ Required or Optional "Additional Information" Text Boxes
- ✦ Survey Invitations can be send via Email.
- ✦ Allows Customizable Email Invitations & "Thank You" Verbiage.
- ✦ Provides Analysis in form of Graphical Survey Results.

## **Reporting Key Features**

- ✦ More than 150 pre-defined or canned reports in System.
- ✦ Ability to make custom reports, without need for buying expensive reporting software's.
- ✦ Reports can be exported as .csv, .xls, XML, TIFF, web archive and .pdf Formats.

## **Support Options**

- ✦ Remote & Onsite Technical support is available for installation and configuration.
- ✦ Separate documentation manuals & computer based training is available online within the application.