

# Dude Solutions Help Desk™

## Take Back Time in Your Day



**Last minute requests, managing limited resources, gaining control over your assets – all of the drains on your day leave little room for anything else. IT leaders need a support management solution that empowers their team to tackle everything on their plate, not create more work in their day. Dude Solutions Help Desk™ offers a new way for IT teams to work. With streamlined workflows, high-level visibility and data insights, Help Desk empowers technicians to own their work and create a better experience for their users.**

**From request to completion, take control over your work and take back time in your day.**

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### How does it work?

Help Desk is a cloud-based IT service support management (ITSSM) solution. The Help Desk solution is accessible via connection to the internet (see Technical Requirements). Each user will be given access via Dude Solutions Single Sign-On (SSO) credentials. Requesters and other user types will have access to the online request form portal to submit tickets to the ITSSM.

The software creates streamlined, automated workflows for requests based on your designated needs and parameters to guide technicians from request to completion. High-level functionality includes:

- **Ticketing** – Requester portal with web-based form containing details needed for technician completion so nothing falls through the cracks
- **Workflow management** – Automated workflows based on priority, requester, location, work type, groups and more.
- **Budget management** – Labor costs and asset total cost of ownership (TCO) data incorporation
- **Monitoring and reporting** – Central dashboard to view current work, status and labor distribution. Includes filtering and reporting based on select categories (configurable)



## Key Benefits



**Better workflows, better work.** Save up to 30 minutes per request. Improve your time to completion with automated ticket routing based on asset data, location info and more so nothing is lost. Reduce problem tickets with self-help knowledge base functionality for requesters.



**Communicate clearly.** Stay in the loop. Email-to-ticket functionality allows you to quickly and easily see important details. Ensure that no requests go unnoticed with automatic routing and email notifications.



**Improve visibility.** Know who is needed where. Easily view everyone's workload with a high-level dashboard and key insights into labor costs and repair versus replace decision-making. Generate configurable reports for key stakeholders.



**Integrate seamlessly.** Easily connect Help Desk to Dude Solutions Technology platform to incorporate all asset information and data for a complete approach to owning your ecosystem.

“It’s hard to get that  
extra person on staff,  
and this system helps  
us do more with the  
workforce we have.”

— City of Sanford, NC

## Product Features

### High-Level Dashboard Overview

- > Create a snapshot of your team’s work from a central dashboard
- > View all open incidents and their status plus work distribution

### Requester Portal

- > User-friendly web-based portal with requester form
- > Configurable requester questionnaires based on issue category, prompting requesters for necessary information or driving self-help steps
- > Requester priority available for designation of specified employees to automatically receive high priority

### Work List

- > See all open tickets and their status
- > Filter by priority, user, location and more
- > Create status reports



## Product Features (cont'd)

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### Ticketing

- > Ticket information includes:
    - Status
    - Priority
    - Assigned technician
    - Creation information on date, location and requester
    - Work type (customizable for devices and projects)
    - Description and requester information
  - > Integration with Insight to tie in asset information
  - > Status history tab for all request information
  - > Color-coded priority for easy viewing
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### Request Workflows

- > Determine automated work order assignment based on work type, location, building, purpose and project
  - > Email-to-ticket workflows for automated generation of tickets to emails sent to a defined inbox
  - > Approval workflow settings to require approval of a request before it can be started via ticket routing to workflow
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### Work Queues

- > Configurable technician groups
  - > Defined by skill, project and more
  - > Tickets auto-routed to groups based on parameters
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### Budget Management

- > Budget info (customizable coding and projects) included in all requests
  - > Labor costs tied to asset and automatically calculated based on:
    - Hours spent
    - Labor rate
    - Technician
  - > Centralized purchasing ties information to requests for accurate budgeting, including:
    - Supplier list
    - Item number (serial, etc.) and cost
    - Description
    - Quantity
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## Product Pricing



### DUDE SOLUTIONS HELP DESK

Annual subscription

- › Full cloud-based solution
- › High-level dashboard overview
- › Requester portal
- › Work list
- › Ticketing
- › Request workflows
- › Work queues
- › Budget management

## Technical Requirements

We suggest the latest version of all browsers and mobile operating systems (OS) for the best experience. Please consult with your IT department to ensure that all browsers are up to date and capable of supporting Help Desk.

### INTERNET BROWSER

Latest versions are recommended

- › Google Chrome
- › Internet Explorer 11 (with Silverlight 5 or higher installed)
- › Microsoft Edge
- › Mozilla Firefox
- › Opera
- › Safari (Mac OS)

### OPERATING SYSTEMS

- › Windows XP/7/8/10
- › Windows Server 2003/2008/2008 R2/2012

### HARDWARE REQUIREMENTS

- › Dual core CPU
- › 2 GB RAM
- › 25 GB disk space
- › Permanent network connection to the Internet

### JAVA REQUIREMENTS

- › Java 7 or higher



## Implementation Information

All Dude Solutions clients have our support, starting with implementation. A client engagement team member will support you with a call to outline your objectives and guide you through every step of the process. And, our support doesn't stop there. As a client, you'll have our Legendary Support Team on your side to ensure you get the most out of our solutions. From initial installation to your first help ticket, we've got you covered through everything.

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### Legendary Support Team

*Cost: Included*

- › All Dude Solutions clients have unlimited access to our Legendary Support Team
- › Reach support via phone, email or chat for immediate answers

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### Implementation Support

*Cost: Included*

- › One-on-one implementation consultation with your client engagement team member
  - › Orientation call to establish objectives and answer questions
  - › Unlimited interactive instructor led online classes
  - › Project collaboration tool for implementation management
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## ABOUT DUDE SOLUTIONS

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions to education, government, healthcare, senior living, manufacturing and membership-based organizations. For nearly two decades, Dude Solutions has inspired clients to create better work and better lives. We combine innovative, user-friendly technology with the world's smartest operations engine, empowering operations leaders to transform the most important places in our lives. Today, more than 12,000 organizations use our award-winning software to manage maintenance, assets, energy, IT, events and more. For more information, visit [dudesolutions.com](http://dudesolutions.com).