

Service management staff know that managing user expectations and keeping a history of all issues and resolutions is the key to providing quality support. Developed in accordance with ITIL best practice guidelines, NetSupport DNA Helpdesk is ideally suited for small and medium sized organisations, yet fully scalable for the larger enterprise.

With added support for mobile devices, you can be sure that even when your support engineers are working on the move they will still be able to manage their assigned tickets.

## Flexible and Robust Ticket Management

Automatic assignment of tickets to operators based on pre-defined customer rules for either Problem Type or User Type.

## Full User Management Capabilities

Active Directory synchronisation and the ability to import user departments and companies from other systems.

## Customisation

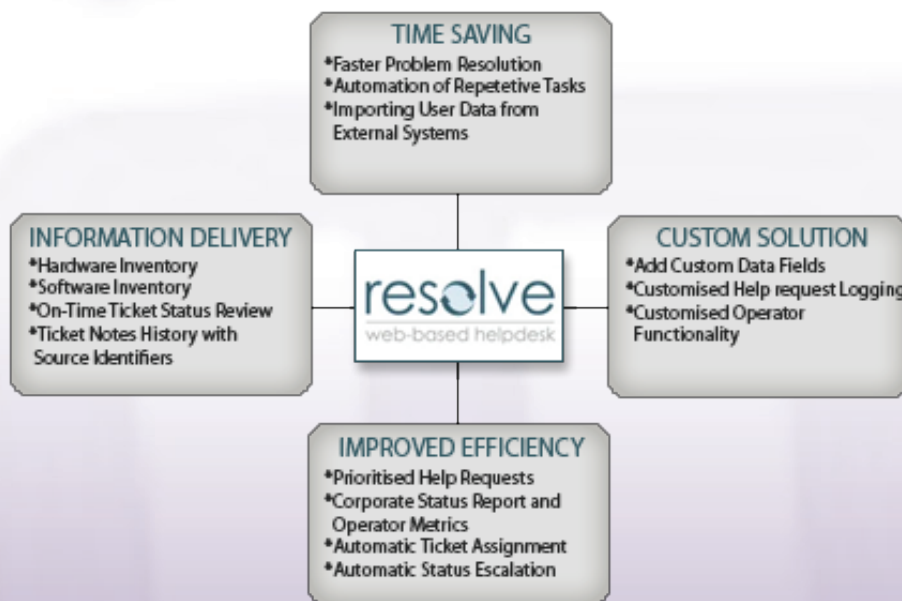
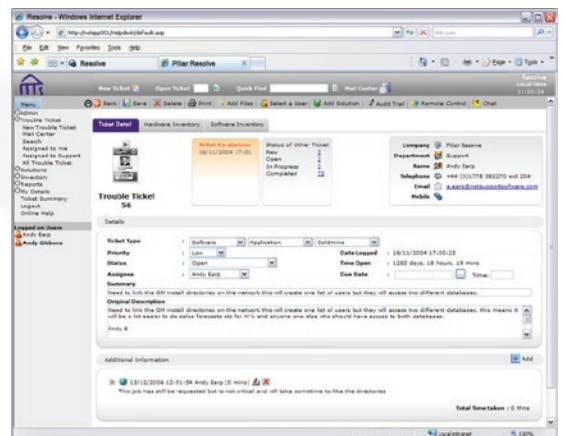
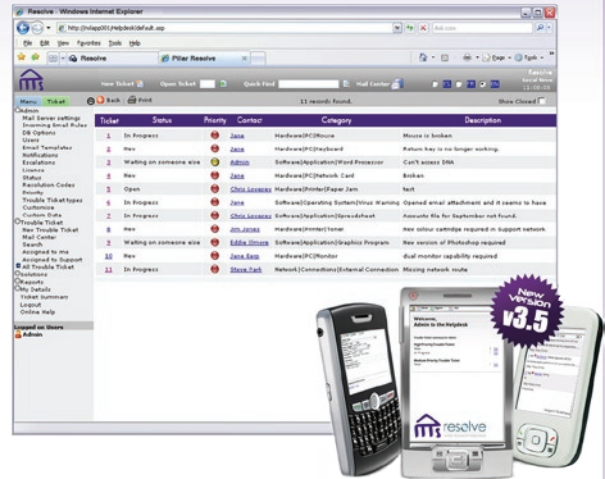
Customisation to suit your individual needs. Custom Data Designer allowing for customised data fields, profiled operator access with customised functionality, streamlined creation of a solutions database to aid future help requests and a multilingual user interface.

## Powerful and Detailed Reporting

Real Time Corporate Status reports - Total Calls in, Status of Calls, Average resolution time and more. Ongoing history by user for all previous support requests. Real Time Dashboard showing a rolling display of current ticket statistics.

## Automated Escalations and Notifications

Send Email Notifications using fully customisable email templates. Automatic escalation of tickets based on customer-specific rules.



For more information and to download a free 30 day trial visit [www.pillar-solutions.com](http://www.pillar-solutions.com)