



HelpSTAR Multi-Division and You

HelpSTAR offers enhancements that will improve user interaction with your help desk.

The HelpSTAR Interface is designed so all involved with the Help Desk are more productive sooner. Key players such as the End User, the Support Rep, the Help Desk Manager and those in the “Corner Office” will love the HelpSTAR Interface.

The End User,

Tools such as Quick Messaging provides End Users with instant communication with their Service Reps.

Support Reps,

Support Reps will love the ribbon interface, the HelpSTAR button and detailed HelpSTAR views.

The Help Desk Manager/Administrator

User Defined Fields, Business Rules and real time monitoring of your Service Desk makes management of your IT team a breeze!

The CXO,

HelpSTAR provides all the information the CXO needs to justify resources, ensure license compliance and provides powerful reporting capabilities.

Feature List

- Active Directory Integration
- Advanced Search
- Announcements
- Asset Management & Purchasing
- Attachments
- Auto Discovery
- Auto Escalation
- Best Solutions
- Business Hours
- Business Rules
- Calendar
- Dashboard Designer
- Email Inbox
- Encryption
- Knowledge Management
- Paging
- Project Requests (Parent/Child)
- Project Template Designer
- Queries
- Quick Messages
- Quick Requests Template Designer
- Recurrence
- Reminders
- Reports
- Role Based Access Control
- Schedule & Send Reports
- User Defined Fields
- Web Portal
- Crystal Reports Designer