Live

Service Desk

90%

of customers see problem resolution as the most critical customer service issue they have. (KPMG)

86%

of service teams note that having a help desk system increases their productivity. (HubSpot)

ROI

of customer support is $3 for every $1 invested. (Sitecore)

Live Service Desk is a platform developed according to best practices as described by ITIL. It provides a single point-of-contact (SPOC) between a service provider and its customers, vendors, business partners, and internal teams. Service Desk enables engagement through **multiple channels** such as telephone, email, chat, web form, social platforms and more. It empowers you with a **full customer history communication** and inquiry preview, supporting personalized communication while measuring important service metrics.

With Service Desk, you get **more control and visibility** while providing support or dealing with issues and ensure **excellent customer service** with no downtime for your business.

Core Service Desk
FUNCTIONALITIES

asee

INCIDENT
Management

Issues are reported by the customer via customer portal or through any communication channel.
Ticket is automatically created for the issue and service level targets are started according to the predefined conditions.
While resolving the ticket, metrics and alarms are monitored for SLA breach triggered as necessary.

CHANGE
Management

Execute changes with informed decisions and minimum risk on business.
Define time, risks, workflows, and rollback plans according the type of change and more.
Stay in control of every hardware or software upgrade and change.

PROBLEM
Management

Occurs after multiple incidents reflect the same issue. While the root cause analysis is being performed, related metrics are being monitored and alarms for SLA breach triggered if necessary.

KNOWLEDGE
Management

Maintain and improve the effective, efficient, and convenient use of information and knowledge across the organization. Utilize a powerful Knowledge Base for even more convenient access.

SERVICE REQUEST
Management

Preapproved and regular requests are reported, approved and fulfilled in line with company processes and regulations. Categorization lifecycle and assignment groups are tailored according to needs.

SERVICE LEVEL
Management

Manage each Service Level Contract within Live Service Desk. Customize, monitor, and measure all the agreed terms, targets, and priorities.

With Live Service Desk
speed up ticketing resolution time by
up to 20%.

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CUSTOMER portal

The most efficient way for your end-customers to reach you is through a self-service Customer Portal. All the user reported issues and request are automatically promoted into tickets and getting assigned to the team or agent who is the best choice for the job. Also, it allows customers to easily monitor and follow up on existing tickets while providing access to the dedicated Knowledge Base.

SERVICE Catalog

A customer-facing app with relevant information about all supported services, personalized for each client. It enables simplified issue reporting, request submission and intuitive handling of approval requests.

Service Desk Benefits

- Single point of contact for all customers
- Smart automation of routine tasks and scripted responses
- Empowering end-users with self service
- Extensive reporting and analytics with indicated key performance indicators
- Engagement through multiple channels: email, phone, social networks, SMS, video call, web forms, direct messaging, chat, meeting requests
- Customer 360 – Tickets, history, communication and SLM metrics all in one place
- Improved organization and better response time
- No-code customizations
- Escalation procedures
- Following best practices for Service Management
- Building organization's knowledge base saves valuable time and effort for the staff if future issues arise
- Increased productivity enables the employees to get the job done faster and with greater ease

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Features

- ✔ **Omnichannel approach**
- ✔ **Powerful ticketing engine**
- ✔ **Support for best Service Management practices**
- ✔ **Customizable solutions tailored to customer needs**
- ✔ **Powerful admin overview with groups, roles, and access management**
- ✔ **Personalized Customer Portal with a Knowledge Base**

Live Service Desk
packages

ESSENTIAL	PROFESSIONAL	PROFESSIONAL +
Incident Management	Incident Management	Incident Management
Service Level Management	Service Level Management	Service Level Management
Basic Reporting	Knowledge Management	Knowledge Management
	Change Management	Change Management
	Problem Management	Problem Management
	Customer Portal	Customer Portal
	Service Catalogue	Service Catalogue
	Request Fulfillment	Request Fulfillment
	Advanced Reporting	Advanced Reporting
	REST API	REST API
		Configuration
		Contract Management

Work smarter,
not harder with Live Service Desk.
Get in touch for more information.

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