👤 *Help Me*

Open a technical assistance window for your users

The support you bring to all users and departments is a key element of the productivity. The rapidity and efficiency of your support interventions reduce unproductive time coming from "stuck" staff members, incidents, information or lack of training.

It is crucial for your users to get an answer or a solution as soon as possible if their productivity is on the line.

With ClariLog - Help Me, you are putting at disposal a real assistance counter that will allow them to issue requests, follow them, get alerts on incidents in progress or go through a knowledge base.

With a **setting easy** to upgrade, you are giving the ability to your users to **open tickets** (incidents, service request...) with a customizable form, or template that you will put at their disposal.

Similarly, you can proceed step by step and progressively increase elements put at their disposal.

With Clarilog - Help Me, you will get immediate gains:

- **For your support team:** immediate access to intervention and service requests in
  Clarilog - Service Desk pre assigned to the right team or right person, according to the registered settings.
- **For your users:** they become more independent on basic issues with the knowledge base, better access to information.

Benefits

- Enhancement of the communications between users and the support team.
- Decreased response time
- Possibility of autonomous mending

Main features

- Opening of tickets through a blank form or a model
- Knowledge base
- Alerts and news
- Access to treatement and resolution information
- Satisfaction measure

Prerequisites

Install and set Clarilog - Service Desk

Internet Browser: Microsoft Internet Explorer 7 or later version, Mozilla Firefox 3.6 or later version, Google Chrome 7 or later version, Safari 5 or later version.

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