

Mobile Desk



Access your tickets and intervention follow-ups from your smartphone

The maintenance and support activities are a major issue for your company; it directly impacts all users' and departments' productivity.

The speed and efficiency of the support team's interventions decreases the unproductive time due to stuck co-workers or to unavailable equipment.

The ClariLog - Service Desk meets this specific challenge by offering an access to the web portal through a workstation.

ClariLog - Mobile Desk is the **essential additional tool** which will give you access to your ticket management with a smartphone.

On a **light web interface**, access the essential fonctionnalites even on the move :

- **Create** a new ticket
- **Consult** your joblist
- Add **details** to your interventions
- Evolve a **ticket's status** according to operations carried-out.

This addition tool will allow you to **increase your reactivity** and **gain time** by giving you a permanent access to Help Desk.

Benefits

- Increased reactivity
- Permanent access to the ticket management

Main features

- Joblist consultation
- Multi criteria ticket search
- Add details / ticket modification
- Ticket creation

Prerequisites

ClariLog - Service Desk

Tactile Smartphone (IOS, Android, Windows Phone) with a web browser with a wifi conection the corporate network.

www.clarilog.com