FEATURE SHEET

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ServicePRO's goal is to provide your organization with a feature set that will enable you to optimize operational efficiency, fine tune service delivery, and to achieve your vision

ITIL STANDARD FEATURES

- Project Templates help you streamline your business process to ensure that the right people are working on multiple tasks (sequential concurrent, or conditional) in the right order.

- Business Rules automate standard operations that improve efficiencies in your work flow, and deliver consistent level of service.

- Object Designer allows you to customize data collected in requests and forms to the specific requirement of your business process.

- Knowledge Base organizes and provides quick access to best solutions and methodologies.

- Custom Queries and Reports allow you to create a custom searches to retrieve data from the ServicePRO system based on the filter criteria that you set.

- Active Directory Synchronization simplifies login procedures and synchronizes user data across network directories.

WORKFLOW

- Workspace is the main pane that allows you to open and work on various applications.

- Skill-based Queue Folders allow you to create priority-based folders for designated topics so requests stay organized and assigned to the right person or team.

- Service Requests allow you to create tickets for issues or tasks.

- Project Requests support a hierarchical task structure that facilitates sequential, concurrent or conditional execution.

- Purchase Requests allow you to create tickets for purchases that need approval.

- Memo templates allow you to create templates for memos that are frequently used in requests, or require standardized response.

- Quick Requests allow you to create templates for common requests and scripts.

- Request History allow you to view the work on a request in convenient status updates (much like a Facebook page). You can also view all files attached to the request as the chat sessions and emails connected with it.

DOCUMENT MANAGEMENT

- Attachments allow you to include files in service requests.

- Indexing organizes all data in your system so that it can be located through searches.

- Preview gives you a quick view of files attached to a request.

- Check In/Out allows you to check out documents so that no one else can access them while you review and edit them.

ASSET MANAGEMENT

- Auto Discovery automatically and unobtrusively audits inventory and imports data from all PCs on your LAN, scanning for both hardware configuration and software.

- Reports allow you to organize and present information on your assets and inventory.

DATA ANALYSIS

- Reports allow you to access data and organize it into spreadsheets that can be analyzed.

- Charts give you a quick visual view of various data in your system to help you analyze your processes and illustrate reports.

- Dashboards allow you to view multiple charts in one pane.

SOCIAL SOFTWARE (COLLABORATIVE APPS)

- Activity Streams allow you to view the work on a request in convenient status updates (much like a Facebook page). You can also view all files attached to the request as the chat sessions and emails connected with it.

- Chat allows you to connect with your team instantly and have real-time conversations. Chat conversations are automatically recorded in the service request.

- Remote Screen Sharing and Control allows you to view other screens remotely and take control of functions on remote computers.

- Calendaring allows you to book appointments and send/receive invites for meetings. Synchronizes with IMAP/POP or EWS.

- Email Inbox integrates with your Outlook mail so that you can open, reply, and send new emails directly from ServicePRO as well as import them into service requests.

- Reminders, Notifications & Alerts make sure you stay on top of all tasks, appointments and meetings

USER INTERFACE

- A productive Outlook-style interface provides a look that is already familiar to millions.

- Multiple tab interface allows instantly switching between views and requests without needing to close and open windows.

- Ribbon across the top serves as the main menu with buttons that make functions 'discoverable' and the software intuitive to use.

- Quick Bar allows convenient access to frequently used functions like saving and printing.

- A preview pane provides an instant 360 degree view of all interactions that occurred on the task

ACCESSIBILITY

- Web Browser provides access to ServicePRO for your team and end users from anywhere at any time.

- Mobile Portal allows your team to access the full version of the ServicePRO software with their mobile devices.

DELIVERY METHOD

- Cloud Hosting is available on your cloud or our cloud.