


# Easit HelpDesk™

Web-based tool for efficient customer support



Enterprise Case Management System  
for internal or external support

## Easit HelpDesk™ – simple and effective Case Management

- Handle cases involving complaints, personnel issues, etc.
- Increase the quality and simplify the customer dialogue.
- Gain control so that nothing falls through the cracks.
- Get automated monitoring with alarm function.
- Get statistics and make decisions and changes.
- 100% web-based.

## Efficient support

A professional and efficient support can be crucial for a customer's impression of your company. Give your employees the best conditions to deliver good support using Easit HelpDesk™ – a complete Case Management System for those who work with internal or external support.

## Simple and effective Case Management

Everyone who works daily with either internal or external support knows how important software is for support to work without problems or mishaps. Easit HelpDesk™ is a web-based Enterprise Case Management System that enables an easier and more efficient customer support. In the system, you handle the company's or the customer's cases, and follow-up of these cases. You can choose how many modules your Case Management System should

consist of, so the system can be adapted to all types of businesses – agencies, organizations, and companies large and small. Easit HelpDesk™ helps you improve the quality and simplify customer dialogue.

## Orderliness

Case Management can be to deal with complex cases and flows, but also small simple cases. Common to both types is the desire to create order and that cases are handled within the intended time.

A "case" is any project, transaction, service or response that is "opened" and "closed" over a period of time to achieve resolution of a problem, claim, request, proposal, development or other complex activity. It is likely to involve multiple persons inside and outside of the organization, with varying relationships to each other, as well as multiple documents and messages.

*"Time savings in the form of a good workflow, efficiency through integration with our internal billing system and detailed statistical data that provides outstanding opportunities for follow-up. There are many advantages with Easit HelpDesk™."*

Peter Berg, Umeå kommun.



## Easit's product philosophy



### Easy to use

All Easit's products are easy to implement and use. Many features can be configured by our customers.



### Effective training

Easit offers all customers an efficient training of the system. Customers can then manage, administer and configure the software on their own.



### Flexible licensing

Our products are licensed per company and manager. The number of end users is therefore unlimited.



### Buy or rent

Choose whether you want to rent the software as a cloud service or purchase the software and take care of operation yourself.

# How to use the Easit HelpDesk™

Using four simple steps, you handle a case in Easit HelpDesk™:



Registration



Prioritize  
Allocate  
Categorize



Find the  
solution



Give feedback and  
close the case

## 1. Register the case

This can be done in three ways: through self-service, email, or manual registration with pre-made templates.

## 2. Prioritize, allocate and categorize

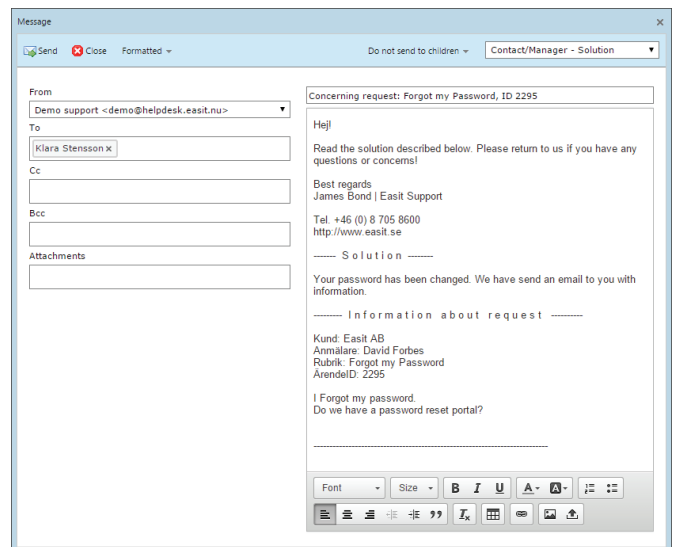
To ensure that the case is handled by the right person at the right time, you should make three choices: prioritization, allocation and categorization.

## 3. Find the solution

In order to quickly arrive at a solution, one can start by checking if the contact has other similar cases. You can also see if you can find ready-made solutions in the FAQ.

## 4. Give feedback and close the case

Once you have found the solution, close the case and send a confirmation e-mail. The solution is also shown in the self-service portal.



## We are with you all the way!

Easit's staff has extensive experience from large developments projects, methodology and change management. Easit is with you the whole way, from the first meeting until the system is installed and the client properly trained.

Easit can also offer help to those customers who wish to have some assistance in identifying or securing changes in a process, both before and after commissioning. Easit's support department in Sweden is always available for you.

# Easit's Implementation Model™

