



**ExDesk** is a complete help desk software solution that is remotely hosted and accessed via the web for ease of use and affordability. It's a fully configurable help desk software system that matches your work requirements precisely and provides ease of use and rapid deployment.

ExDesk is the help desk software solution for your small or medium size business. Offering more than just an IT support solution, it can be adapted to any support requirement for your small or medium sized business or for departments in large organizations. Whether you need a help desk management tool, trouble ticket system, call tracking system, or customer support tool ExDesk is available on-line and browser-based for access from any internet connected computer.

**Read** about the many features ExDesk provides your organization including our various implementation options.

**Then** read on to see the many benefits of ExDesk as they effect your:  
Internal Business  
External Client Support  
Existing Technology Investment

**Take** advantage of our no-obligation, 30-day trial and see for yourself how ExDesk can help your organization.

**VISIT** [HTTP://WWW.EXDESK.COM](http://www.exdesk.com) TODAY FOR A FREE TRIAL

**"ExDesk is Help Desk Software that works your way,  
powerfully and affordably"**



## Feature Highlights:

ExDesk Provides the features your organization needs without the undue complexity and learning curve issues associated with most solutions. ExDesk is a simple yet powerful tool that can be integrated into your organization in a single day.

ExDesk provides 3 levels of permission: Superadmin – responsible for account configuration and management, Admin – responsible for processing service requests and trouble tickets, and User – responsible for submitting problems and requests.

ExDesk can be implemented in many different ways including ways that do not require the user to access the system directly. This is helpful if you prefer having your Admins create trouble tickets on behalf of a user.

A unique sub-account (client account) can even be created for each department or external customer or customer group if you would like to offer customized trouble ticketing options on a group-by-group basis.

File attachments can be included allowing up to 5 files per ticket to be attached and down-loaded at any time while the trouble ticket remains open

ExDesk can be customized to reflect the needs of your organization including look and feel, problem types, notifications schemes, priorities, and many additional settings.

ExDesk can alert you to delays in resolving problems with an auto-escalation feature that keeps you on top of your service level agreements.

ExDesk provides reporting that allows you to track trends and identify problems within your company. In addition reports can be generated showing the workload and performance of your administrative staff.

ExDesk communicates for you, drastically cutting down on phone calls and follow-ups. Whenever a significant action occurs with a trouble ticket or a comment is added by an admin the information can be passed automatically to the user.

ExDesk calculates billing and hours-worked information if you have a need to bill back an external customer or department.

ExDesk offers search capability that allows you to locate records of previous problems and use their solution information to solve your current problems.

ExDesk allows you to add your own custom fields in the event that you need to associate a problem or user with information like: account numbers, serial numbers, contract numbers, product names, software versions, service levels, etc.

ExDesk allows you to export your data whenever you like, in a tab-delimited format for your own reporting or archiving needs.

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## Implementation Options:

No other remotely hosted help desk service offers as many ways to implement and use their service as ExDesk. We realize that each organization is different and the way they work needs to be met with a complimentary support solution.

ExDesk supports both closed and open user groups which means a trouble ticket can be created for a user who has a unique id and password to the system and their own user profile with contact information OR a ticket can be created by a user who is supplying just their basic contact information. This allows you to determine if you would like to give restricted or open access to your ExDesk account. In addition you can employ open or closed user groups but just allow your Administrators to create trouble tickets on the users behalf. You can also embed our open user ticket submission form directly into your intranet or Internet web site. These options form an implementation matrix that allows for these combinations:

- Your users create their own trouble tickets by logging in to their customized user account with their id and password. They can then open tickets and view their current and closed tickets. They will receive email updates as their issues are worked and resolved.
- Your administrators create trouble tickets for users by logging in to their customized admin account and selecting the users from a drop down list of known users who have been added to the system but have not been given any access information. The users will still receive email updates from the system.
- Your users go to a customized “open user” page where they can enter their first and last name, email address, and telephone number plus problem description. They then receive an email with the ticket number that they can re-enter on the page for status updates as well as receive emails from the system.
- Your administrators create trouble tickets for users by logging in to their customized admin account and entering the trouble ticket and contact information of an “open” user; these users are automatically entered into the user database. The users will still receive email updates from the system.
- Your users or customers create an open user type trouble ticket by providing the same information as option 3 but they use a submission form that is provided by ExDesk and embedded into your intranet or internet website (usually on a support page). They also receive email updates as their problem is resolved.
- Your administrators create call logs using our rapid creation page that allows a ticket to be entered, updated, and closed in a single action for phone support staff working in a rapid problem resolution environment.

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“Providing organizations with superior levels of coordination, accuracy, and efficiency is the goal of ExDesk.com. Whether you are addressing internal IT support issues or any service request and fulfillment chore, ExDesk is designed to ensure the maximum level of expediency and control over the process of managing your customer or user base.”

**When using ExDesk in support of your internal business you can expect:**

- No capital outlay up-front, no special software or hardware required
- No over-spending on restrictive, ill-fitting site licenses
- No maintenance or support costs
- Predictable and accurate Per-administrator/per-month pricing
- No special remote access system installation and expense
- Inter-departmental bill-back and audit trail features
- Total customization of your trouble ticket / service request system
- Dramatically reduces most phone support and its associated costs in time and expense
- Support and access for home-office workers and traveling staff members using any web browser
- 24/7/365 availability
- Reporting that provides process management and trend analysis as well as workload, staffing, and productivity data.
- Service level control with priority levels and critical user assignments that allow for varying levels of urgency and response to individuals and groups.
- No Training costs or time required, with a browser-based interface usage is intuitive for the end-user
- Rapid deployment – your entire organization can benefit from ExDesk in hours not weeks with multiple implementation options to suit your needs.

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“With ExDesk aiding your internal organization or serving your external clients, order is established and efficiency is revealed. ExDesk is customized to your requirements and leverages your resources in a way that produces measurable, sustainable results. “

**In addition if you use ExDesk as a support tool for your external clients you can expect:**

- Multiple implementation options including an embeddable trouble reporting form that can be placed directly into your support web page, you can also support both closed and open user groups.
- A service differentiator for your client accounts – an online tool that shows your commitment to servicing them by means other than just a phone call
- Client account creation that provides a custom look and feel, with your customer’s logo branding their sub-account. You can also add custom trouble types and other special features to each sub-account
- No “lost” trouble reports and service requests that reflect badly on your reputation. No loose email trouble reports and replies
- Additional support for billing queries or disputes through billing code assignments and hours-worked logs, you can even generate bills with ExDesk
- Less need for long 800# support hours and staffing. ExDesk acts as an alternate or replacement trouble ticketing or service requesting channel
- Increased customer retention as customers grow to rely upon your improved service levels
- Greater Client feedback through email and online updates that let them know service is in progress without the need for a query phone call to your support group
- Remote client access and support when they are traveling or working from home
- Guaranteed performance with auto-escalation notifications sent out to alert you to trouble tickets that are not be resolved in a timely fashion
- The ability to attach screen shots or documents for trouble shooting purposes using the file attachment capability

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“While organizations increase their dependence on technology, and view it as a strategic source of competitiveness, it still represents an expense on the balance sheet. In order to gain the maximum advantage from those expenses its imperative that they be leveraged to their fullest. “

**The Technical Benefits of ExDesk include:**

- No Requirement to purchase expensive software. No license fees, upgrade fees, maintenance fees, or contracts. This reduces the time spent administering the “owning of an application” typical with many shrink-wrapped software packages
- Automatic software upgrades and feature additions at no extra charge
- No requirement to purchase a dedicated server, which requires backup, maintenance, support, repair, insurance, and future upgrade or replacement.
- No large-block site licenses that force you to guess at future user requirements and then halt the adding of additional users abruptly when those limits are reached.
- Rapid deployment company-wide, to customers, for projects, or small group.
- No Client software to install or support. ExDesk is accessed via the Internet using any standard web-browser
- No user training with a simple intuitive interface, minimal training for I.T. staff required – manuals and context sensitive help is available online on every menu
- Low data amounts transmitted and small graphics usage plus no plug-ins required results in super fast access and page updates
- No special firewall holes or RAS access issues allow for ease of use over existing Internet access systems
- ExDesk’s redundant servers, backups, UPS, and constant maintenance that ensure availability of the system
- Ability to customize the system 8 ways: user levels/permissions, appearance, trouble types, priorities, billing codes, notification methods, custom fields, implementation methods
- The ability to export your data into Excel, Access, or any other program that supports tab-delimited files. Archive your data or use it for your own reporting.

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In order to fully understand what ExDesk can do for you create a free trial account with us today. Deploy it to your administrators and support personnel and add a group of real-world user and see the immediate benefit. ExDesk provides a wealth of support documentation with each trial account however we understand time is your most precious commodity. With this in mind we encourage you to create an account and then give us a call to assist you in rapidly configuring it and providing immediate answers to your questions. In order to reach us use the information below.

#### CONTACT INFORMATION

ExDesk is at your service! If you have any questions or would like to schedule a time for a guided tour of our service please contact us.

Need help setting up your free trial Account? – Just CALL! We are at your disposal from 8:00am to 6:00pm eastern Monday through Friday.

**Our Support number is 203-795-5955**

1. Set up a No-Obligation GUIDED TOUR
2. Get help configuring your Free Trial Account
3. Get answers to your question

Phone Number: 203-795-5955

FAX Number: 203-445-0672

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