

DPS HELPDESK SYSTEM

Helpdesk Features Comparison

(blank box indicates no evidence)

S#	Features	Track-It	DPS_HD	Magic	Remedy	iSupport	Remarks
1.	Remote Administration	√	√				This facilitates the administrator to Administrate Workstation over the WAN.
2.	Platform Independent	✗	√				Can be deployed in an any Environment like Linux, Windows etc
3.	Database Independent can be made when required.	✗	√				In depends on the clients who will suggest the Database engine on purchasing of the Application. As some small organization may prefer Microsoft Access database.
4.	Quick Ticketing	√	✗	√	√	√	Ability to quickly record problems or requests from customers.
5.	Self-Service	√	√	√	√	√	Customer will Find solutions via the Web.
6.	Web-Based	√	√	√	√	√	Web-Based application
7.	Auto update the statuses of the problem		√	√	√		Captures and records important events. Like status on every ticket.
8.	Email Integration	√	√	√	√	√	Notifying status of Tickets through mail.
9.	Request via Email	✗	√	✗	✗	√	Problem can be submitted through Email.
10	Robust Reporting	√	√	√	√	√	Document the level of service provided by the organization.
11	SMS	√	√	✗	✗	✗	SMS on Mobile devices.
12	Inventory Tracking	√	√	√	√	√	Keep records of the Inventory.
13	Integration of third part tools for getting configuration.	√	√	✗	✗	✗	Getting configuration of the clients connected to Local Area Network.

14	Customizable to your Needs		✓	✓	✓	✓	Customization according to the priorities assign to each clients.
15	Time Tracking	✓	✓	✓	✓		Track Time of the Tickets.
16	Job Auto Assignment	✓	✓	✗	✗	✓	Routing Job to the appropriate staff member/Technician.
17	Multilingual Feature		✓	✗	✗		Application can be converted in Arabic and English.
18	Auto Notifications	✓	✓	✓	✓	✓	Notifications Issued automatically to the users.
19	Whiteboard Facility		✓	✓	✓	✗	A Slide to Intimate
20	Job Prioritization	✓	✓	✓	✓	✓	Priorities associate with each problem, which will show urgency level.
21	Record support actions	✓	✓	✓	✓		System actions: which are generated automatically and User defined: defined by the users himself.
22	File attachments		✓	✓	✓	✓	File can be attached with a problem for more explanation.
23	Timeout		✗	✓			Timeout alert is shown when application is idle or no user interaction is available..
24	Depreciation of Inventory Items	✓	✗	✓	✓		Depreciation on an item is calculated which shows the life of the inventory items.
25	Login/Logout		✓	✓	✓		You can use Logout any time by clicking on a link available through an application.
26	Searching on each form		✗	✓	✓	✓	You can Search record on each form by giving searching criteria.
27	Online help	✓	✓	✓	✓	✓	Help is available which will guide in using the application.
28	System Error Log		✗	✓			It keeps log of Errors occurred in using system.
29	Right-Click Context Menus and Toolbar Menu.	✓	✗	✓	✓		For ease to our users to control the application.
30	Active/Inactive Records Features	✗	✗	✓	✓		This feature is included to speed up the system and to secure some of record to not change by another person.
31	Changing the internal communication system password to secure the system.	✓	✗	✓	✓		You can change admin password for security reason periodically.

32	Starting and Stopping Job Queue		X	✓	✓		You can start/stop the jobs under the specific queue.
33	Template Design		X	✓	✓	✓	One can also make a design template for his application: Changing in style, removing toolbar etc.
34	Interactive Online Forums		X	X	X	✓	Online Forums is available for a complex problem or need more clarification.
35	Installed Base		X	X	X	✓	It will display all the components installed and facilitate their customization.
36	Administering Customer Surveys	✓	X	X	X	✓	Customer surveyor s also important part of an application to get feed back from our precious customers.
37	Selection Tabs	✓	✓	✓	✓		Tab pages are uses for user convenience.
38	Navigation Bar Menu	✓	✓	✓	✓		Menu attached normally to right or left for selection of an item under a specific module.
39	On Closing of a ticket ask to close Work order at the same time.		X	X	✓		It is your will whether you want to close a work order on closing of a ticket or later you will close it manually.
40	Incident monitoring	✓	✓	✓	✓		To monitor status of Incidents.
41	Inventory Purchasing	✓	X	✓	✓		Details on purchased on an inventory items.
42	Tabular Records Paging		✓	✓	✓		Set number of Records to be displayed on each page. You can navigate to all records by clicking “Next” hyperlink.
43	Sorting on any tabular display items		✓	X	X		Records can be ordered in Ascending or in Descending.
44	Platform Independent		✓	X	X		Can be deployed in any environment/operating system.
45	Servers (data base) Error Monitoring/ Data base Scripts		✓	X	X		Monitor Server applications and when downed NetSend on clients PC and reports on Database statuses. i.e Session opened, table space report, stored procedure owners etc.
46	Job Time Intimation to technicians.	✓	✓	X	X		Intimate to technician when job is getting late.
47	Initiation of Audit on demand and on custom-set schedule.	✓	X				Audit on asset when user will require.
48	Track Changes through	✓	✓	✓	✓		Records every step done on inventories.

	asset's life cycle.						
49	Multi-Time Zone Support	√	X				Date/Time conversion according to change in location.
50	User Formatted Reports	√	X				Reports as format specified by the users.
51	Records filtered against group selected.	√	X	X	X		Displayed number of records found in a group.
52	Component of work - station Manager Service.	√	X	X	X		To simplify deployment and use of the Remote tool.
53	Multi Port Work Order	√	X				Link Work order to different parent work order that has the same problem description. Useful to save time when got tickets/problems on a specific issue.
54	Improved Directory Structure.	√	X				This improves security and maintenance when server's folder layout structure has been changed.
55	Bulk Ticketing	X	√				User can Initiate problem on same issue arises to Multiple users.
56	Training and Library	√	X				Tracks and maintains a training history by end user Tracks loaned out items such as education materials, evaluation software, laptops, modems, etc. Tracks and maintains a loaned items history and Identifies overdue loaned items