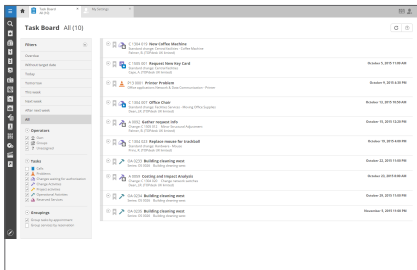
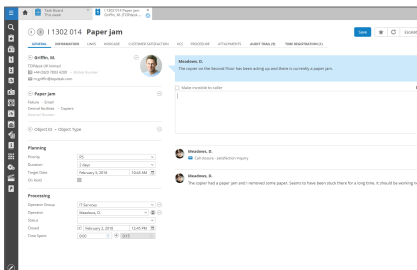


Call Management is one of TOPdesk's most important processes. This feature makes it easy to register, organise and respond to incoming calls, and assign them to operators or operator groups. The Call Management process supports your daily tasks and helps you process calls more efficiently.



➤ *View all your own and your department's tasks*



➤ *Register and process incoming calls in a matter of clicks*

TOPdesk's Call Management feature helps you register and process all inquiries, requests and malfunctions. Your front office processes the calls that can be resolved quickly. If a call requires a specialist, it can be escalated to a second-line team or to one of your suppliers.

Responding to calls

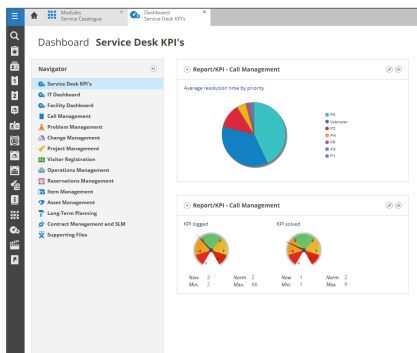
When you receive a call regarding a faulty printer, for instance, TOPdesk calculates the target date based on the priority and projected duration you enter on the card. Each incident can be automatically assigned to an operator, operator group or supplier. The operator can view their calls and the corresponding target dates on their personal workflow; everyone will have all the information they need to perform their tasks.

Once a call has been solved, the operator can close the call in TOPdesk. The caller will be automatically informed and given the opportunity to provide customer feedback.

Knowledge Base and standard solutions

TOPdesk gives you the ability to create an operator- and end user-facing Knowledge Base. This will let everyone search for the solution themselves, saving the service desk time and money. You can consult the Knowledge Base directly from a call.

Some calls come in time and again that have one simple solution. Standard solutions help you save time processing calls. TOPdesk recognizes recurring calls based on categories and key words, and indicates when a standard solution is available. Problems are resolved in a few clicks, saving your service desk valuable time.



➤ Clear dashboards for all your reports and KPIs

What is a Call?

A call is any disruption or unexpected situation in your organisation that threatens the continuity of your business processes. Calls must therefore be solved as soon as possible. A call might be a complaint, wish, request for information or a malfunction. TOPdesk distinguishes between first line calls and second line calls.

What is a Caller?

A caller is the user of the products and services of your service desk. If you have an internal service desk, the callers will be colleagues who use inventory, rooms or vehicles. The callers of your external service desk could be customers who have purchased your service or product.

Insight into your services

TOPdesk offers personalised Dashboards to monitor processes. The Call Management Dashboard displays insightful graphs and diagrams: how many calls are open, how many are processed on time, etc. What's more, you can create virtually any report imaginable in four easy steps with TOPdesk's powerful reporting tool. Call Management reports can grant insight into the most common calls and average durations.

Efficient service desk management

Do you know which service desk employees will be at the office this week? Do you know which important tasks need to be picked up if someone calls in sick? Quickly see your operators' workflows, how busy they are, and the types of tickets they're working on. You can assign partial tickets to different teams or departments, ensuring items are dealt with by the most appropriate person while allowing you to keep track of the call.

Keep your customers informed

TOPdesk's Self-Service Portal eases the pressure on your service desk. Your customers can use the portal to view the service catalogue and then - if needed - contact the correct service desk. They are also able to track the status of their calls. The Self-Service Portal lets you publish (parts of) your Knowledge Base, making it easy for your customers to resolve their own problems.

Integration with other modules

TOPdesk supports several processes beyond Call Management, which is fully integrated with other features including Contract Management and SLM, Asset Management, Change Management and Event Management. For instance, Asset Management lets you see which company assets are linked to incoming calls, making it easy to determine where a printer is located and its repair history, or who is currently assigned a specific laptop. Meanwhile, supporting a service catalogue and ensuring that SLA agreements are upheld is made easy through the Contract Management and SLM functionality.

More information?

Want to know more about our plans or get a live demo of our software? Contact us via info@topdesk.com or visit topdesk.com.