ieSupportManager
- a superior yet affordable solution

A Professional Helpdesk Solution

ieSupportManager from ieComputerSystems Ltd. is a client/server and web based system that brings together all the tools necessary for a company to manage internal or external support into one convenient and very affordable package.

The system is very easy to install and simple to use for both members of staff and users & customers alike. ieSupportManager is available in English, German or Spanish.

"There is nothing better even for triple the price"

- Marshal SoftwareGmbH
- Peter Boehm

Being a highly customisable product ieSupportManager and will enhance any support teams efficiency, regardless of company size or industry sector.

Using the latest web based and desktop technology ieSupportManager will enable you to have complete control over the support process without the complications and costs associated with other more expensive solutions.

Unlimited Desktop Users

Free Updates

Only €495 per year!

Support Included

Unlimited Web Users

DOWNLOAD EVALUATION
Click here to Try or Buy
PURCHASE NOW

"A cost-effective and user-friendly helpdesk solution for small to medium sized businesses."

- Paul Rowlingson
- Vnunet.com

System Specifications & Requirements

Supported Databases

- Firebird
- MS SQL Server 2000
- MS SQL Server 2005
- MS SQL Server 2008

System Requirements

- Microsoft IIS version 5.0+ with ASP.
- Internet Explorer 6.0+
- IBM compatible PC, Pentium or compatible Processor
- 64 MB of memory (128MB recommended)
- 32 MB of free hard disk space
- Windows 2000 / Windows XP / Windows Server 2003 / Windows Vista / Windows Server 2008 / Windows 7

ieSupportManager Features

Call Management

- Automatic ticket number generation.
- Web access via internet browser.
- Log internal or external issues quickly and easily suitable for all types of organisations.
- Record call duration or issue duration.
- Prioritise, sort and filter issues, identify unusual issues and track trends.
- Colour coded call status for ease of call viewing.
- View calls assigned to different members of staff
- Flexible due dates to help manage service level agreements
- Store complete list of products and their status.
- Create Customer and Product Groups.
- Assign products to Customers.
- Store files against any Customer, Product or Call.
- Tasks Management:
  - Assign and View Tasks for staff.
  - Set Recurring Tasks.
  - Set Tasks to create a New Call Log.
- MAPI compliant e-mail facilities built-in.
- Paste e-mails directly into the system.
- Directly e-mail contacts from Call Log.
- Spell check facility included
- Windows authentication login option
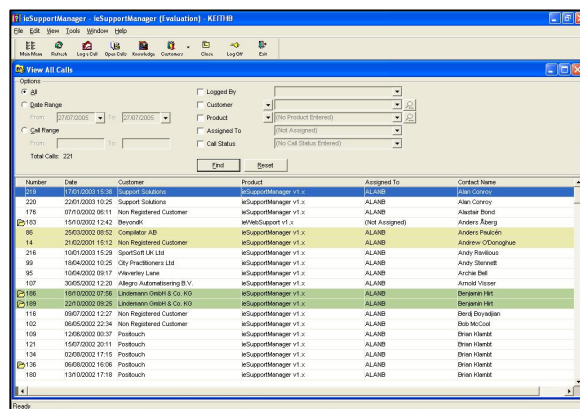
Issue Resolution

- Fully Searchable Knowledgebase for technicians and web users.
- Search by Keyword, Product or Product Group.
- Direct access to complete call data from search results.
- Search results relevancy to keyword displayed.
- Direct access to customer or product related *calls* from Call Log.
- Direct access to customer, product and call related *files* from Call Log.
- Store common occurring issues for easy assess and logging.
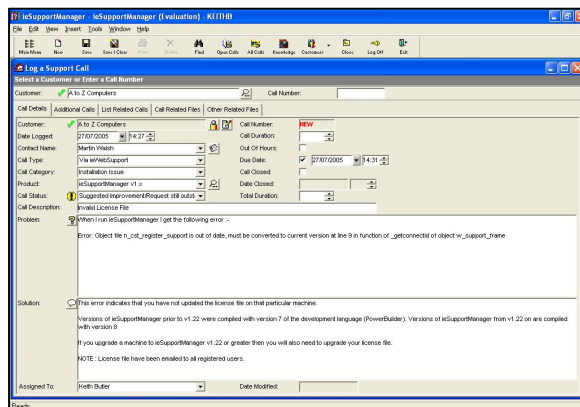
Reporting

- Comprehensive suite of built in reports for analysis purposes.
- Export reports directly to Excel, SQL and other formats.
- Customise the content and layout of reports.
- Create Reports in .pdf format using Adobe or Broadgun.
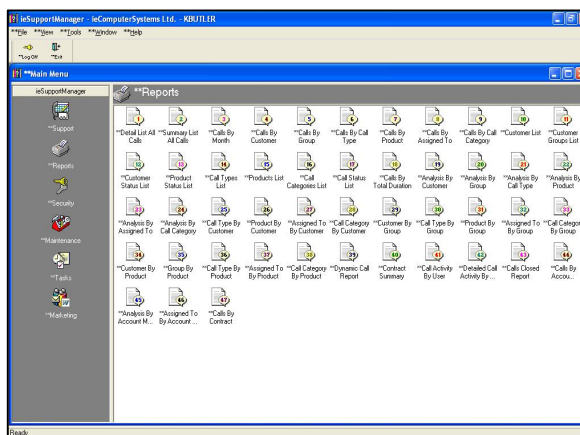
Contract Management

- Links to your ieSupportManager database of Customers and Products.
- Create multiple customer support contracts and store them against the customer.
- Multiple reporting on customer contracts.
- Allocation of Calls or Hours to a contract and deduct from the total as calls are being logged.

More Features

Web Interface

- Provide 24/7 support to your customers.
- Design your company logo and colour scheme into the web interface.
- Remote access via the web for your support staff and field technicians.
- Customers can log calls requesting support, check the status of their calls and search the Knowledgebase to solve their own issues.
- Field Technicians can log, edit close calls online.
- Create different web user profiles for different types of customer.
- Set mandatory fields for different profiles for web call logging.
- Decide what data is published online in the Knowledgebase.
- Determine different levels of online access for different technicians and customers.
- Windows authentication login option
- Quick customer lookup

Email Logging

- Allows customers to log calls directly into the system by sending an email to your support address.
- Automatically stores any attachments as Call Related Files.

Email Notifications

This feature will automatically keep your customers and staff up-to-date on any relevant changes that occur within the system. All notifications quote the relevant call number in the Subject field of the e-mail.

Notifications can be generated when:-

- The 'Assigned To' is changed
- A New Call is logged
- A Web Call is logged
- A Call is closed
- A Call Status is changed
- Due Date approaching or expired

You can decide to notify:-

- The user who logged the call
- The technician the call was 'Assigned To'
- The customer themselves
- Any other preset address

Contact us today to find out more:-

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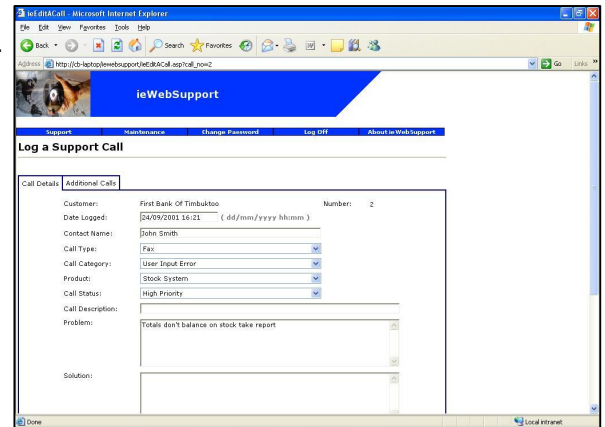Ireland
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