QlikView® for helpdesk management

Understanding case backlog and knowing which tickets need to take priority is a key concern for IT departments. The QlikView Business Discovery™ platform helps IT professionals see a comprehensive view of all helpdesk cases in their organization. Through advanced visualizations, they can focus their attention on high priority tickets and analyze how long tickets have been open. QlikView also helps IT administrators improve average response times, and determine how to direct resources to best meet service level agreements (SLAs) set with the business.

Increased visibility

With QlikView®, IT organizations gain a complete, holistic, view of helpdesk data. By integrating data from multiple sources, QlikView seamlessly provides the visibility required to manage and improve technical service activity. Users can see how resources are allocated and gain insight that enables them to pinpoint incident and maintenance issues. This results in efficient prioritization of service tickets, increased staff productivity and customer satisfaction, and most importantly, the accurate analysis and diagnosis of business inquiries for swift resolution.
Business Discovery™ on mobile

IT professionals can take advantage of a complete Business Discovery experience on mobile devices, including unrestricted exploration against a full set of live enterprise helpdesk data. With QlikView, managers can improve decisions in mobile situations with the ability to answer and react to inquiries that factor in the user’s varying environment. And, it helps to increase the efficiency of IT staff by giving them the ability to easily access and interact with their data anytime, anywhere.

Advanced analytics

Measuring helpdesk activity and performance with metrics, charts, and graphs, and taking action when necessary are critical activities for IT. With QlikView, users can easily track, filter, and interact with service request data naturally, resolving tickets faster and more efficiently. Through dynamic dashboards and applications, QlikView provides the platform for advanced analytics, and enables insights into case details to optimize resources and performance, without the manual effort.

For more information, visit www.qlik.com