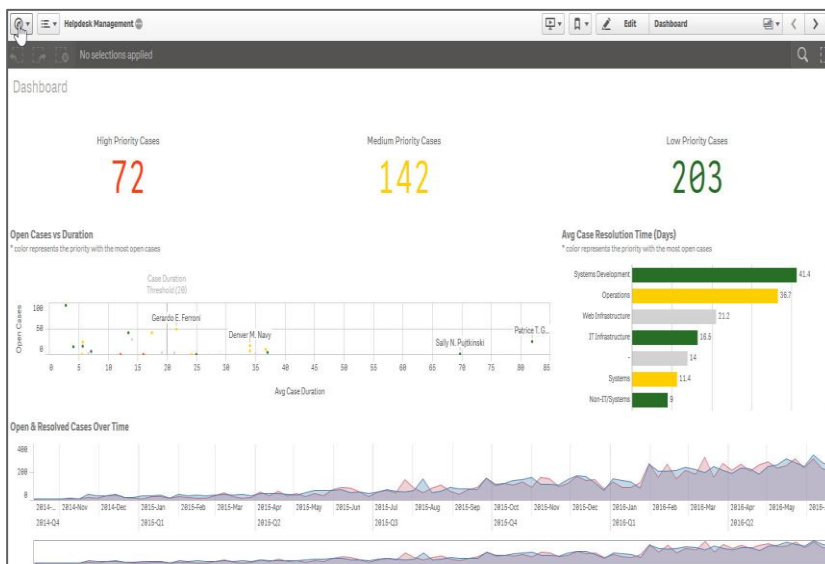




Qlik® for helpdesk management

Visual analytics that help improve response time and helpdesk management.

Understanding case backlog and knowing which tickets need to take priority is a key concern for IT departments. Qlik visual analytics 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. Qlik 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.



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Key solution benefits

Qlik offers visual analytics capabilities that unlock the power of information for helpdesk management.

Increased visibility

- Allows organization to gain a complete, holistic view of helpdesk data
- Provides efficient prioritization of service tickets, increased staff productivity and customer satisfaction
- By integrating data from multiple sources, Qlik seamlessly provides the visibility required to manage and improve technical service activity
- Enables accurate analysis and diagnosis of business inquiries for swift resolution

Business Intelligence on Mobile

- Provides unrestricted exploration against a full set of live enterprise helpdesk data
- Improves decisions in mobile situations, with the ability to answer and react to inquiries that factor in the user's varying environment
- Increases the efficiency of IT staff by giving them the ability to easily access and interact with their data anytime, anywhere

Advanced analytics

- Provides the platform for advanced analytics, and enables insights into case details to optimize resources and performance, without the manual effort
- Provides dynamic dashboards and applications so users can easily track, filter, and interact with service request data naturally, resolving tickets faster and more efficiently