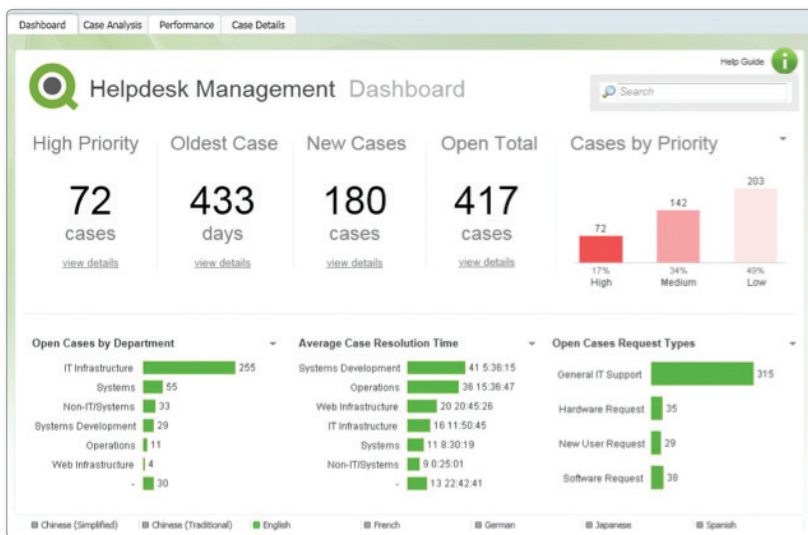




# QlikView® for helpdesk management

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.



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## 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.

## Key product features

QlikView offers Business Discovery capabilities that unlock the power of information for helpdesk management

- **The associative experience**  
Allows non-technical users to explore IT service requests by making selections and getting instant feedback on what data is associated and what's unrelated
- **Collaboration & annotation**  
Improves group decisions between IT staff, management, and business partners, with interactive, shared sessions
- **Alerts & triggers**  
Provides users and managers with alerts or on-screen notifications that indicate a helpdesk KPI has reached a predefined threshold or a business rule has been triggered
- **Advanced data visualization**  
Enables users and managers to assess summarized helpdesk information and ticket detail in highly visual and interactive charts and graphs
- **QlikView on mobile**  
Provides Business Discovery on any device with unrestricted exploration against full set of live enterprise helpdesk data
- **Rapid multi-source data integration**  
Creates a single, holistic view of helpdesk information from multiple sources

## Business Discovery™ on mobile

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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

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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](http://www.qlik.com)

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