REVIEW:

SITEHELPDESK V6.7

S itehelpdesk.com attempts to fill a void in the web based helpdesk market with a suite of fully integrated helpdesk solutions. The application resides on any Microsoft platform utilising Internet Information Server (IIS). The user interface is 100% browser based and the use of common web browser conventions means that it is easy to navigate. The menu layout and screens are highly intuitive: additional features only appear if turned on from the configuration options or if the relevant data is available, such as scripted question responses.

The core helpdesk product, 'sitehelpdesk', is available for download from the web, and is a mere 670 KB. This unzips into a 'virtual site' of less than 2.5Mb in size. A simple install procedure ensures that you are up and running in no time. The application comes with an Access database as standard, which can be upgraded to SQL Server at no extra charge, either immediately or at any time in the future.

While sitehelpdesk may be used by any support department, for an IT specific helpdesk then this can be upgraded to sitenetdesk, or alternatively to sitewebdesk which is an external customer support site with authenticated log in for customers to log and track their own calls.

The sitenetdesk features include auto population of key data from HSImonitor (see below) or Microsoft Systems Management Server (SMS). Detailed reports can be drilled-in for full configuration and software allocation. File attachments can be added. Hardware may be put into or out of stock where it can then be issued and tracked as loans. Third party warranty and supplier returns are tracked and disposals recorded. The sitehelpdesk range is further complemented by two additional modules. SLAmonitor extends the SLA features of the core products and runs on the server to monitor the status of calls, set traffic light flags when SLA thresholds are reached and send automatic email notification if required.

HSImonitor is a fully web browser based asset management tool for PC hardware and software auditing and configuration change management. This can be run as a standalone application or fully integrated with sitenetdesk to complement other IT registers that a network management tool cannot provide such as back up, restore, media archives, disaster recovery, IP address allocations and library / stock issues and loans.

The application has extensive help for every page and a simple 'getting started' guide. The whole look and feel is instantly configurable including colours, fonts, end user screen layouts and the terminology used. Added to this, the full source code is made available at no extra charge so that images and additional design concepts can be incorporated into the product by the customers' own web developers, to let the product blend with existing Intranet or web site themes.

The whole concept is to reduce the workload of the support department and allow them to get on with providing support. End user call logging and self help is extended to include collection of information the first time they log a call. This means the application can go live by simply entering the site locations and user departments, the rest is collected 'on the fly'.

Other functions include options to automatically allocate calls to support personnel or teams and assign the appropriate SLA category based on call type.