Datasheet

Motadata ServiceOps Service Desk

Align your IT with your business strategy

Business Challenges

Traditional IT Service Desks were not designed for modern day IT infrastructure, and interacting with IT has typically become annoying, clumsy, and complex. This is why Service Desk software is experiencing a period of rapid innovation and growth because of the increasing complexity of controlling support services in a hybrid environment.

Motadata ServiceOps Service Desk Solution

The ITIL compliant Service Desk solution acts as a primary point of contact between users and IT teams. The daily task of the IT support team involves managing incidents and service requests along with handling communication with users for business outages. The platform organizes information flow, drastically reduces the number of incoming tickets, automates support workflow, eliminates manual complexities, helps in creating a centralized knowledge base, complies to audit requirements and improves IT service delivery. It smartly resolves the immediate issues/requests and improves the overall quality of IT services for maximum productivity and superior user experience.

Benefits

User Satisfaction due to single support platform for all IT issues

Boosted employee productivity due to improved IT service delivery

Improved Technician efficiency due to automation

Analyze IT trends to make data driven business decisions

Meet Service Level Agreements & IT Compliance

Prevent IT Service disruption to resolve IT issues before they affect a larger set of audience

Service Desk

IT Operations Management	Request Fulfillment	Technical Management	Application Management	3rd Party Integrations

Key Features

Multi-channel Support

Get your tickets logged via email, self-service portal, mobile app, phone, or automatically from the endpoint monitors. Email to ticket feature is available to certain emails and domains.

Smart Auto Ticket Assignment

Smart Algorithm to auto-assign tickets based on agent's support level, technician group, priority, availability, and technician workload.

Split Ticket

Split and create a new request ticket from an existing request.

Workflow Automation

Automate key business operations and prioritize, handle, and escalate requests effectively with configurable ticket categories, automatic ticket routing, SLA tracking, and escalation procedures.

Scenario Automation

Avoid repeated actions for similar set of queries by running a specific set of predefined actions on a ticket conditionally.

Service Level Agreements (SLA)

Resolve tickets promptly based on priority and pre-defined SLA policies. Get notified on SLA breach and measure SLA resolution time.

Universal Advanced Search

Search for complex queries with the Universal Advanced Search box including proactive filters for a 'Google-like' search experience. Save search queries as custom filters.

Disaster Recovery

Replicate the database of the main server in a remote server through this automated process.

Codeless Customization

Create requests from predefined templates with customizable fields.

Comprehensive Reporting

Get visibility into service requests with online, easy-to-use dashboards and comprehensive reporting. Export service desk request related data into a PDF report, and use the dashboard for data visualization and request tracking.

Notification

Get automatic Email, SMS, Mobile notifications triggered by the system based on certain actions.

Seamless Integration

Integrate the service desk with various systems using REST API with the plug-in driven architecture. Some of the integrations that are particularly valuable include: CMDB, Asset management, Network Management System, Slack etc.

Modules

Incident Management

- Custom tags and classifications
- Collaboration with Chat
- Time tracking
- Canned Responses
- Scenario Automation
- Complete ticket life cycle
- Multi-level Workflow Automation

Problem Management

- Define nature of Problem
- Root Cause Analysis
- Known Error Database
- Provision for work-around suggestions
- Easy mapping with Incident & Change

Change Management

- Change Lifecycle Management
- CAB (Change Approval Board)
- Dedicated Planning Stage
- Change History

Release Management

- Release Lifecycle Management
- Dedicated Build & Testing Stage
- Consolidated View of Audits
- Bulk Operations Support

Knowledge Management

- Contextual Search
- Internal Editor to Create Articles & FAQs
- Collaboration
- ML Powered Knowledge Analytics
- Real-time Feedback
- KB Approval Workflow

Self-service Portal

- Multiple support channels (Email, Phone, App)
- Easy request tracking
- Knowledge Base search
- Priority Matrix
- Chat Server

Service Catalogue

- Catalogs for IT & non-IT use cases
- Separate SLA
- Access control
- Task scheduling for different services
- Approval Workflows
- Automatic Assignment

SLA Policies

- SLA Management
- Get predefined SLAs
- Create custom SLAs
- Set multiple escalations
- Break time Support

Reporting

- KPI Management
- Types: Summary, Matrix, Tabular, Multi-module
- Export as PDF, XLS, and CSV
- Chart Support
- Schedule Custom Reports & Dashboards

Mobile App

- Incident Management on the go
- Keyword-based search with pre-defined filters
- Browse and read Knowledge Articles
- Find and Respond to Approvals
- Instant Push Notifications

For more information

www.motadata.com