



Product Datasheet

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In the real-world, typically you can walk up to the support person and ask questions, then wait for the answers to be resolved, but in the virtual world Helpdesk is a lot different.

InfraKnit Helpdesk consists of many channels of communication that allow people to raise a support request and get it answered in very less time. Our helpdesk is an essential function in an organization that is required to resolve requests, issues, or complaints promptly. Our product is equipped with ITIL Compliant System, CMDB, Workflow, Rule Engine, SLA, Attribute & Entity Management and many more features, all integrated and bundled on the same platform.

The goal is to improve customer experience and customer satisfaction.

InfraKnit Helpdesk can be positioned as-

- **IT Helpdesk** - Manage organization IT support function. Save your agents time and enable them to provide the highest level of customer service and satisfaction.
- **Infrastructure Helpdesk** - Manage functions like onboarding, offboarding, record, register, reconcile, analyze, and forecast consumptions.
- **Facilities Helpdesk** - Manage support services related to locations, building and equipment's, or Input Output Attributes.
- **Customer Support Helpdesk** - Answer & Resolve customer requests.
- **Business Operations Helpdesk** - Manage operations of any business unit, e.g., logistics, marketing, and maintenance operations, small or big.
- **Vendor and Partner Support Helpdesk** - Manage communication with vendors and suppliers.

Before connecting to us, please self-answer few questions to precisely get the desired solution:

- What are the main incoming channels you would receive support tickets?
- Would end users require a self-service portal to submit and view the status of their tickets?
- How many team members in your organization would need access to the help desk system as an agent?
- Would your team need to access the portal using smartphones or mobile device?
- How would you organize the various type of tickets you receive?
- What reports or metrics would you like to see?
- What level of SLA and Escalations you would like to manage?
- How you want to scale up in future without disturbing the running processes?

Software Specifications-

Primary Elements for Helpdesk-

1. **Helpdesk** – Full-fledged Helpdesk system with ITIL compliance processes.
2. ***CMDB** - Centralized database for seamless and integrated access to monitored and managed elements.
3. ***SLA Management** – Create, Monitor, and Manage IT or NON-IT SLA on the same platform without shifting the consoles and processes.
4. ***Asset & Inventory** – Manage up-to-date Asset & Inventory for your organization and visualizing the capacities in-terms of usage or wastage.
5. ***IP Address Management (IPAM)** – IPv4 & IPv6 Management right on the Asset & Inventory module. Scan, Visualize and Realize the allocations.
6. ***Workflow Designer** - Understand and Design the workflow for your department or organization according to your business processes and service requirements. Track the usage and manage requirements.
7. ***Rule Engine & Action Triggers** – In-built Rule Engine and Action Trigger functions for extended feature building or 3rd party integrations.
8. ***Compliance Audit** – Provide insights on Event Logs from various sources.
9. ***Analytics on Operations & Maintenance** – Create, Design, Publish and Oversee the Infrastructure data elements on RDBMS or In-Memory Datastore. The Adaptors are prebuilt with IT, NON-IT and IoT integrations.

Our Product Features are just not limited but includes everything you want at one place-

- a. Unified Dashboard with RBAC. Integrated OS, UI, Applications & Database.
- b. LDAP/AD/AAA Integration
- c. ITIL Compliant Helpdesk
- d. CMDB
- e. RDBMS or In-Memory Datastore
- f. Ticketing
- g. Incident Management
- h. Problem Management
- i. Change Management
- j. Configuration Management
- k. User Request Management
- l. Contact Management
- m. Organization Management
- n. Knowledgebase Management
- o. SLA Management
- p. Workflow Management
- q. Asset & Inventory
- r. IP Address Management
- s. Class Designer & Publisher
- t. Symbol Designer & Publisher
- u. Template Driven System
- v. Interactive Charts & Graphs
- w. Event Console with Notification Manager & Alerts Alarms
- x. Long-term Data Archival & Maintenance with Audit Trails
- y. Customization & Development Services for Modules, Forms, Business Processes, & Reports Designer
- z. Professional Customization Services

Hardware or Virtual Host Specifications-

Recommended: Intel Xeon 3.0Ghz Quad Processor, 32GB RAM, 1TB Storage, 1Gbps Network Interface.

* Optional Modules for Base Product. To be Purchased Separately.

