

PCI, your Helpdesk specialist for 19 years

Simplydesk makes it possible to quickly and easily implement a Helpdesk tailored to your environment, whether you are a Customer service (After Sales Service, Hotline...) or an internal service that manages questions, incidents or support requests.

Customers' requests are transformed into tickets which are assigned to the support team where they are efficiently followed-up, processed and closed.

SimplyDesk

**USE
SIMPLYDESK
TO MAKE YOUR COMPANY
STAND OUT
THROUGH ITS EFFICIENT
CUSTOMER
SERVICE**



WHEN CUSTOMER SUPPORT BECOMES
CHILD'S PLAY!



OPERATIONAL CUSTOMER SERVICE

You can access anytime, anywhere

6 good reasons to use Simplydesk!

- ✓ Web-based (Cloud) and on-premise software
- ✓ Quick and effective start-up
- ✓ Intuitive and user-friendly interface
- ✓ Improved traceability process and communication
- ✓ Relevant Statistical Data
- ✓ Affordable pricing

Free trial. Give it a try !



SimplyDesk Benefits



FAST DEPLOYMENT

The SaaS mode frees you from the constraints of a technical installation. Your application can then be accessed immediately via our secure platform. All you need to do is to connect to Simplydesk via the internet to operate your Helpdesk.



AFFORDABLE PRICE AND FREE OF ENGAGEMENT

Our Simplydesk offer is billed on a monthly basis and is engagement-free. The offer includes application hosting, data backup, maintenance and future upgrades.



INTUITIVE AND CUSTOMIZABLE

Simplydesk was designed for your users and agents. It will now be straightforward for you to create, process and close your tickets. Simplydesk can be personalized according to your needs, taking your daily issues into account.



ACCESSIBILITY

The responsive mode gives Simplydesk the ability to follow you everywhere. Whether you are on the road or far from your desk. You can also use your smartphone or your tablet to access Simplydesk.

PROFILES AND ROLES IN SIMPLYDESK

A simple and efficient solution adapted to each user



The User or the Customer needs help

To get help, they want to communicate with the Support department anytime, anywhere.

The method

- Enter a service or an incident request via the web portal, by email or over the phone.
- Live chat with the Support department
- Access Online help, FAQ
- Receive e-mail notifications from the Support department automatically

How

- By using a laptop, smartphone or tablet

The Agent must be responsive

To do this, the Agent needs an effective tool to be able to process requests in accordance with service agreements.

What the Agent can do

- Automate the reception and the processing of user requests
- Assign tickets to teams and appropriate agents
- Prioritize ticket processing according to their status (example: overdue tickets)
- Communicate with users or other agents
- Access Online help, FAQ



The Supervisor must manage

To this end, the Supervisor needs relevant statistics on customer satisfaction and the quality of the customer service.

What the Supervisor can do

- Access the reports to monitor the performance indicators
- Identify the time spent and the billable interventions
- Access the ticket details

THE FEATURES

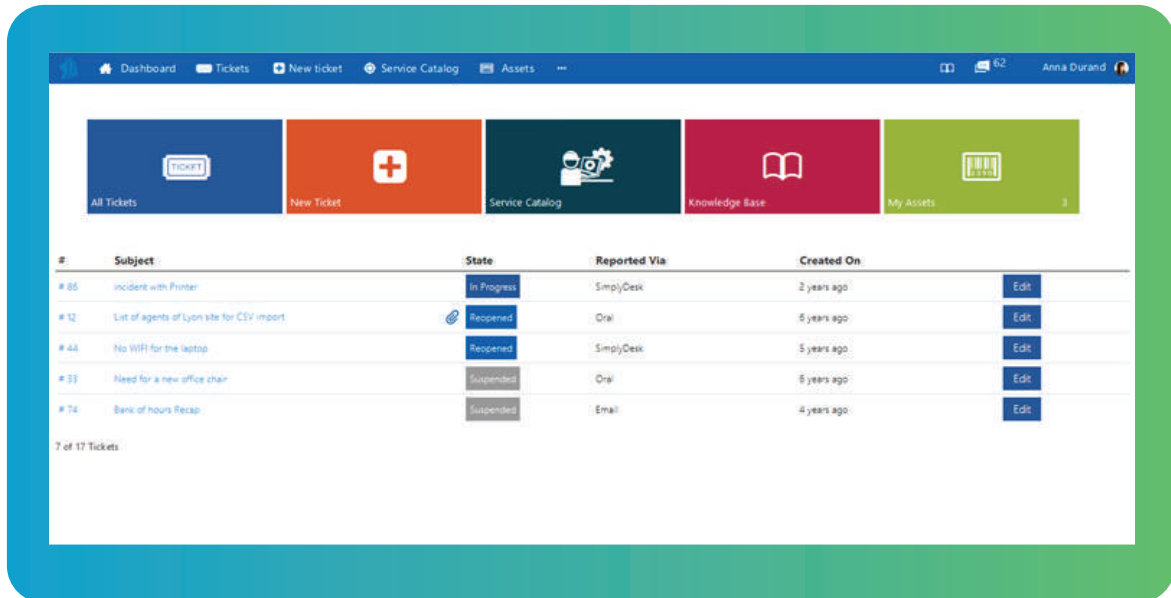
A “Simply” but Powerful solution

Simplydesk manages the life cycle of a request, from it being issued by the user to its closure by an Agent.

- Full web software, available in SAAS (data stored on our servers) or in ON-PRE-MISE (data stored on your own servers)
- Multi-company (customer), multilingual and multi-time zones
- CSV Import and Export features
- User portal and Agent portal for enter and follow-up tickets
- Customizable logo, portal title and welcome message to convey your brand image to your customers and users.
- Reception and management of incoming requests by web portal, email or telephone
- Manual and automatic ticket assignment to a team or an Agent by creating scripts
- Possibility of merging tickets for identical incidents
- Management of teams comprising various Agents
- Customer and user management
- Role Management predefining each Manager’s task and role (Basic Agent, Team Agent, Agent, Global Access Agent, Supervisor, Manager, Administrator)
- Ticket status management (All, In progress, New, Closed, Suspended, Reopened, Overdue, Due today, Unassigned)
- SLA (Service Level Agreement) management to comply with service agreements signed with customers
- Management of working hours to automatically calculate the deadlines in accordance with your service agreements (SLA)
- Access to online solutions and guides via the knowledge base
- Management of suspensions and additional information
- Possibility for a user to close and reopen a ticket
- Simple CMDB Management
- Possibility to link equipment, software and a contract to a ticket
- Reporting tools including a number of scorecards and SLA indicators with CSV export features
- Time sheet reports and identification of billable interventions

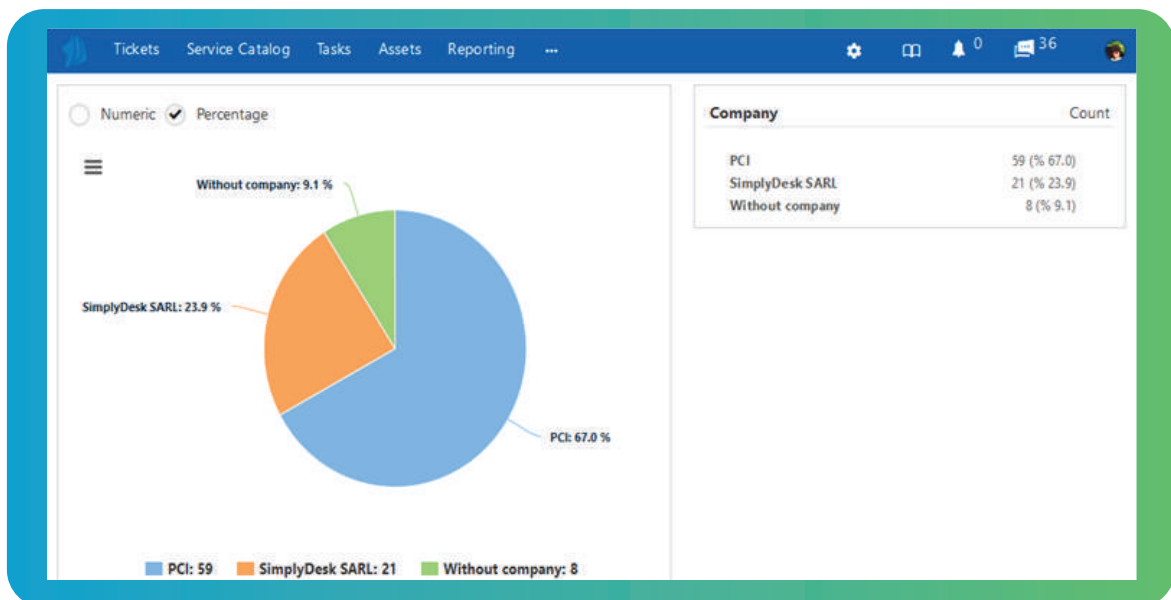
A SIMPLE AND EFFICIENT INTERFACE adapted to each profile

User Portal



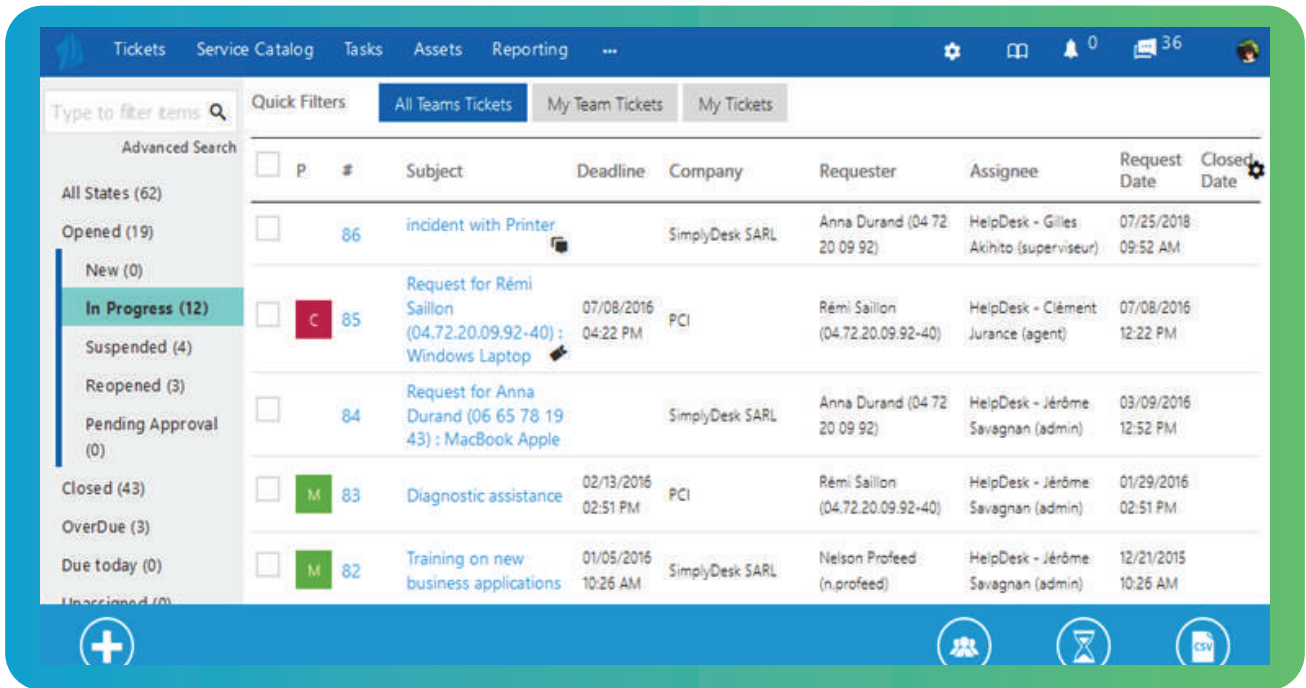
This simple and user-friendly portal allows end-users to enter and track their service and incident requests. Thanks to the online guide, they can even resolve incidents independently.

Supervisor Portal



A SIMPLE AND EFFICIENT INTERFACE adapted to each profile

Agent Portal



This portal allows all Agents to effectively manage their support activities. Identifying a priority, adding a comment or assigning a ticket to another Agent has never been so easy. The Incoming Mails feature means you can create a ticket directly from an email. This software is highly intuitive and easy to learn.



Simplydesk makes it possible to quickly and easily implement a Helpdesk tailored to your environment, that manages questions, incidents or support requests.

HELPDESK SOFTWARE TAILORED TO YOUR ACTIVITY !

Whether you are an IT Service Provider, a Software Publisher, an IT Department or a Customer service (After Sales Service, Hotline, external...), **Simplydesk** can adapt itself to your professional sector.

Simplydesk was developed by PCI, your Asset Management specialist for **19 years**. PCI today has more than **700 customers**.

PCI is a quality service, with available, responsive and competent staff who will accompany you in your project at each of its stages; Commercial Support, Installation, Training, Operational Assistance, Maintenance.

The
simplest
and most
efficient
Helpdesk
software
on the market



Software available in SAAS or
in ON-PREMISE, the choice is yours!

..→ Hosting in secure DATA CENTERS
in France and Canada for SAAS mode

..→ Helpdesk at a reduced price!
Please refer to our website for
our Prices.



 **SimplyDesk**

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