

FLYER

YOUR SOLUTION FOR IT SELF-SERVICE

IT service customers expect rapid and reliable assistance in response to acute IT problems or questions on a specific IT application. However, users mostly reach for the phone first – which is not the most efficient choice. The upshot: a ticket costs an average of around 15 euros in first level support – and increasing. At the same time, common self-service solutions fail due to the lack of user acceptance. Valuation IT Self-Service offers a completely new concept for IT service organizations: It unites all self-service offerings in one interface and so provides users with central access to all self-service features.

Valuation IT Self-Service

— Valuation IT Self-Service is a self-service solution that pools all IT-related information and functions for end users in a single channel. Regardless of whether a user wants to submit a service request, rectify a problem or address a general question to the IT service provider: Valuation IT Self-Service provides all these functions in one interface.

Valuation IT Self-Service boasts a unique operating concept that ensures high user acceptance and a sustained reduction in tickets in first level support. Valuation IT Self-Service also offers additional functions that make service even more efficient.

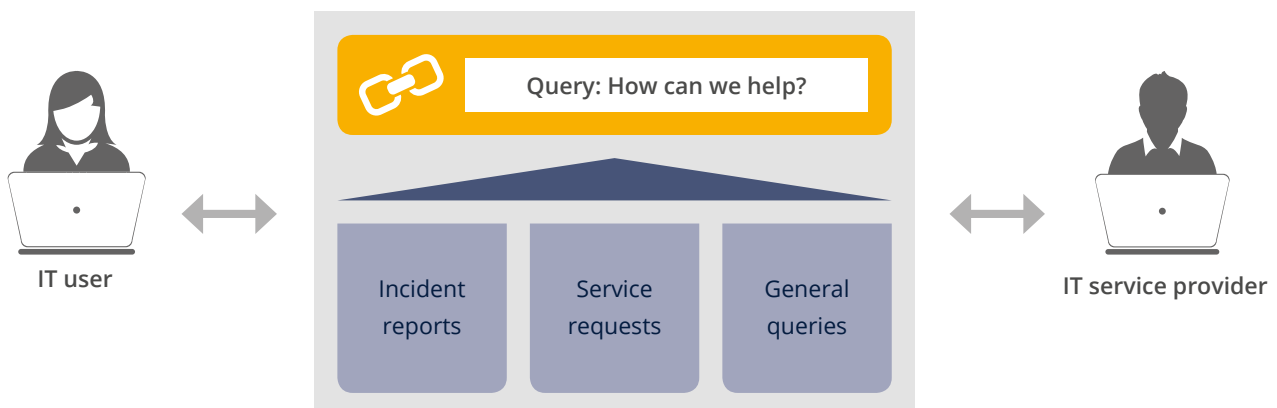
BENEFITS

Valuation IT Self-Service enables you to

Cut the number of tickets in IT support by up to 20%

Speed up problem resolution by up to 50%

Offer your users a 100% sense of achievement



The Personal Assistant

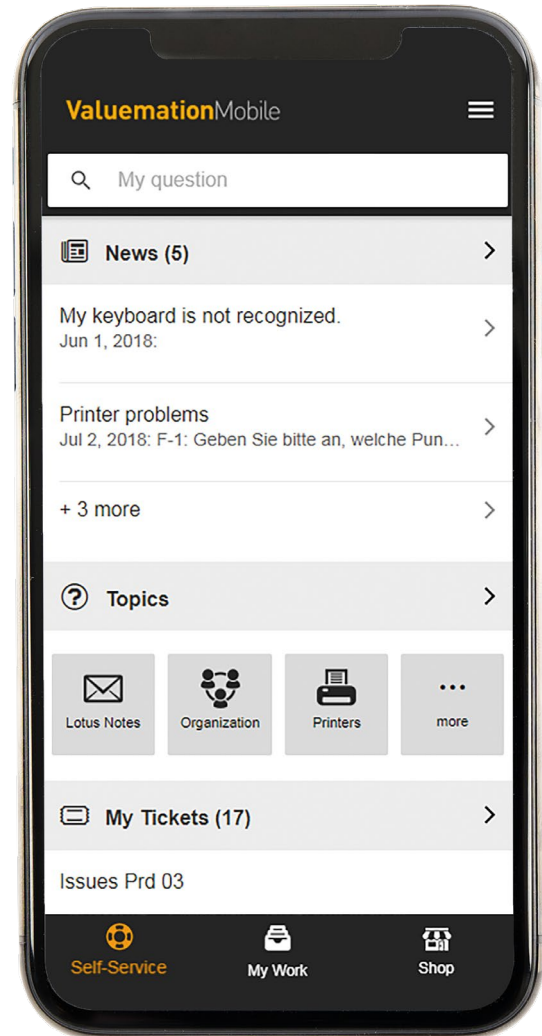
Valuation IT Self-Service differs from other self-service solutions in two aspects that have a significant impact on user acceptance:

1. Common self-service portals usually have complex interfaces with a large number of windows and navigation options. In contrast, Valuation IT Self-Service has a far simpler design and looks like a personal assistant. Users enter their query in the central input field and Valuation IT Self-Service concurrently presents suitable answers. These might be, for example, instructions or solutions to problems, self-repair functions or links to an application the user is looking for. Instead of having to search in and find their way about a large number of information resources and applications, users are taken directly to the relevant location by means of the intelligent search.

2. In customary self-service portals, users must first decide at the very outset whether they want to submit a ticket or first search for possible solutions in the knowledge base. Although many users first decide to search on their own, use of this option usually diminishes very soon. The reason: More than 30% of all possible questions can rarely be answered with suitable solution documents at reasonable time and effort. That means users don't find a suitable answer in more than 70% of all cases and then have to submit a ticket and formulate their query a second time. After a number of unsuccessful cases, disappointed users will stop conducting searches completely and decide to enter a ticket right away. As a result, the long-term goal of reducing tickets is not achieved.

— With Valuation IT Self-Service, there is no longer this differentiation between search and submitting a ticket. Users formulate their query and the system automatically searches for suitable solutions in the knowledge base while they are inputting their text. If they don't find an answer, users can switch to the chat or ticket input function at the touch of a button or ask to be called back. The query is transferred automatically and does not have to be entered again. That results in continuous use of the knowledge base and a sustained reduction in tickets in first level support.

By the way, Valuation IT Self-Service accompanies users like a personal assistant in every situation – whether on the road on the smartphone or tablet or on the workstation in the office.



Intuitive operation and relevant information via self-service

The Modern Communication Talent

— The phone is still a frequent choice as the channel for communicating with the service desk. However, the generation of digital natives has realized its weakness: Phoning ties up the complete attention of the people calling. That's different with asynchronous methods of communication such as a messenger or chat: Interaction is not concurrent, so people can do several things simultaneously. That's why many users like using applications such as the Facebook Messenger or WhatsApp in their private life.

Valuation IT Self-Service also offers this option for communicating with the service desk. Users can continue what they are doing while working to resolve their problem at the same time. Support staff can communicate with up to four users simultaneously by chat. They can also send solution documents to users by chat or ask them to complete a structured list of questions. If a solution is not found during the chat, the complete process is simply transferred to a ticket at the touch of a button.

The Active Information Distributor

— It makes sense to inform users about problems proactively. That avoids a situation where several users report the same incident. However, only users who are actually affected are informed.

Valuation IT Self-Service enables messages to be distributed to addressees (“alerting”) who can be selected on the basis of flexible criteria such as location, organization, IP address range, etc. As an administrator/ editor, you can decide whether a message is only shown as information in Valuation IT Self-Service under “Latest News” or if it is displayed as a pop-up message simultaneously on the screens of all affected users.

The Independent Diagnosis Assistant

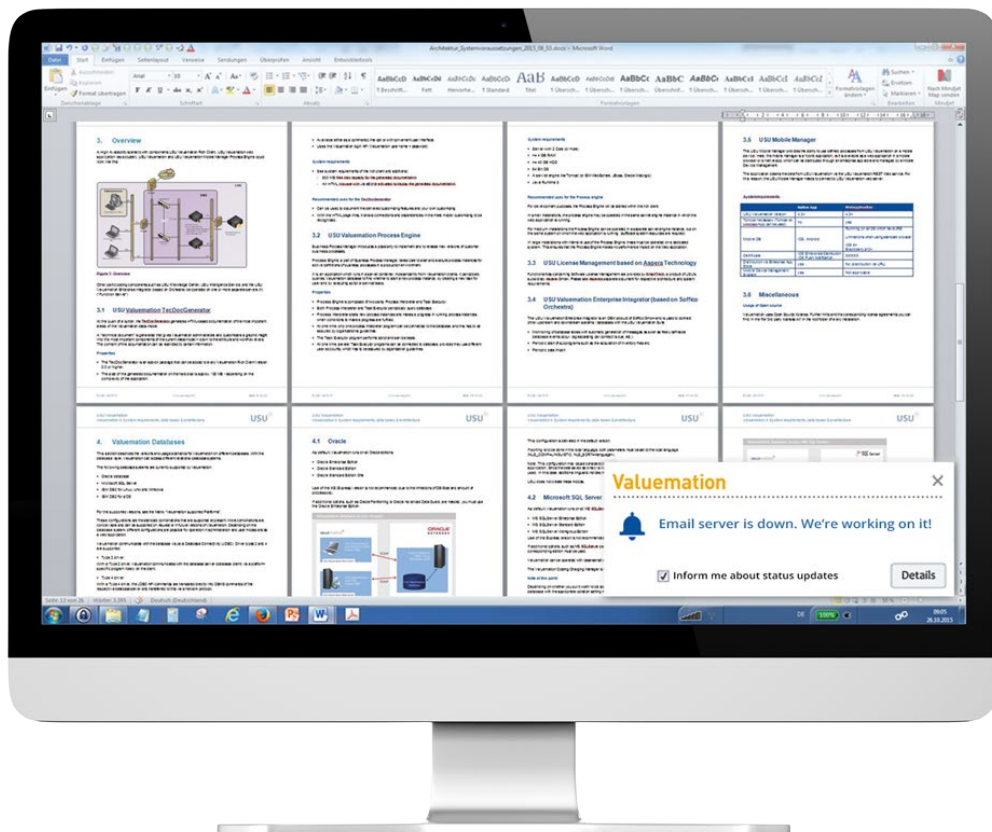
— Valuation IT Self-Service automatically captures system information on the user’s device to help diagnose a problem. Screenshots of the faulty application, a list of the currently running processes and further configuration settings can be transferred automatically, for example. This information is a great aid, especially in diagnosing problems with application programs.

A further means of improving diagnosis are the “active documents.” They guide users through a series of questions that have to be answered so that the described problem can be handled. The completed list of questions is sent either by chat or automatically attached to the ticket.

These advanced diagnosis functions mean there is no need to contact the user back with queries, thus reducing the problem resolution time.

The Central Knowledge Repository

— The knowledge base is the central means for users to solve queries and problems on their own. The automated search in the knowledge base guarantees that the documents are also used. So in what cases is it worthwhile making a solution document or list of FAQs available? Usage reports give an indication of that: They identify frequent queries for which a suitable solution was not found. Immediate success can be achieved at limited cost and effort by selectively creating solution documents for such situations.



Active information of affected users through pop-up messages

KEY FACTS

Valuation IT Self-Service

complements your ITSM systems with self-service functions and is easy to integrate

offers a very intuitive operating concept and ensures high user acceptance

automates searching in the knowledge base and so leverages its potential to the full

automatically records diagnosis information and so helps solve problems quickly

expands the communication options to include chat and notification functions

USU's Valuation Suite at a Glance

— Valuation is a modular, well-integrated suite for efficient support of your operational IT service management. You can soon get your solution up and running thanks to preconfigured, out-of-the-box ITIL®-based processes. If changes are made in future, Valuation's flexible architecture platform ensures outstanding expandability and scalability and so investment security. You can make adaptations by customizing the solution on your own – without the need for programming or the cost of service work by outside parties. Even complex organizational structures, roles and permissions can be mapped with it quickly and easily. Apart from modules for specific IT service processes, there are overarching Valuation solutions for these subject areas:



INFO

You can find out more about our range of services at www.valuation.com

Software, Consulting and Support from a Single Source

— Your IT systems are replaceable – but not the know-how of your product and solution partner! As a software and consulting firm, we specialize in developing and rolling out solutions that are tailored fully to the specific requirements of IT service management. USU's process model for rolling out ITSM solutions is based on best practices and our many years of experience from more than 500 successful customer projects.

We will be pleased to take responsibility as general contractor for your project – from design of the concept to implementation. We also provide you with competent assistance in continuous functional and technical further development of your solution during operation in the shape of consulting, training and support services.