



## What's New in HelpDesk v2.1?

### Tight Integration with PC-Duo Inventory

HelpDesk 2.1 provides quick and easy access to detailed Inventory information. Help desk analysts access inventory information for a user's PC simply by typing in the computer name in a HelpDesk Web view. HelpDesk automatically displays the inventory data in the Inventory tab, and provides a live, real-time link to the inventory information in the PC-Duo Enterprise site database. This means help desk analysts always have accurate, up-to-date information about software, hardware, and other assets.

This tight integration of HelpDesk and Inventory increases help desk effectiveness by:

- Simplifying the process of logging new support issues
- Eliminating manual data gathering and data entry
- Speeding up issue resolution by providing help desk analysts with a wealth of information about the user, system, and applications
- Allowing help desk analysts to identify and understand problems without taking too much of the user's time

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*According to industry research from Gartner, Inc., understanding the user's hardware and software configuration takes up 50% of help desk time.*

*And according to Giga Information Group, integrating IT asset inventory management with the help desk can reduce call handling time and speed up issue resolution.*

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HelpDesk Web views integrate inventory data into the same form with the rest of the support issue fields:

- The Inventory tab displays a summary of a user's system
- The embedded Reports menu provides quick access to the full system details.

The screenshot shows the 'Inventory' tab in the HelpDesk interface. It displays a form with various system details for a user named Stephen Blair. The details are organized into two columns:

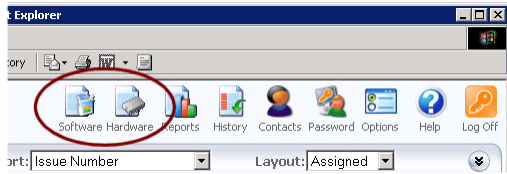
<b>User Name:</b> stephen	<b>Owner Name:</b> Stephen Blair
<b>Owner Department:</b> Engineering	<b>Owner Telephone:</b> 239
<b>Owner Location:</b> Downstairs	<b>Domain Name:</b> METAQUEST
<b>Client Name:</b> NANP	<b>IP Address:</b> 10.1.1.27
<b>PC Brand:</b> Compaq	<b>PC Brand Model:</b> iPaq
<b>OS Name:</b> Windows 2000 Professional build 2195, Service Pack 3	<b>OS Version:</b> 5.0
<b>CPU:</b> Pentium III	<b>Network Card:</b> Intel(R) PRO Adapter
<b>Memory Size (MB):</b> 190	<b>CPU Speed (MHz):</b> 500
<b>Bios:</b> 686J5 v1.14	<b>Display Driver:</b> Intel Corporation 810 Graphics Controller Hub 19990114

At the bottom, there is an 'Issue:' field with the value '9', and buttons for 'New', 'Save', 'Cancel', and 'Print'. On the right side, there is a 'Reports' menu with the following options:

- Hardware Change History
- Software Change History
- Software Inventory Summary
- System Summary
- User Information
- BUS Devices
- Drives
- Environment Variables

*The Inventory tab displays a summary of the user's system, and provides a set of detailed software and hardware reports*

In addition to the Inventory tab, which provides computer-specific information, Web views include a set of over 50 software and hardware inventory reports. These site-wide reports provide information for all computers.



*Site-wide inventory reports*

## **Integration with NetSupport PC-Duo Remote Control**

HelpDesk Web views use NetSupport ActiveX Remote Control to provide immediate access to Web-based remote control. All it takes is a single click to connect to the user's computer and start a remote control session. Help desk staff can connect to any computer, from anywhere. No PC-Duo Control is required on the local computer. All that is required is a licensed NetSupport PC-Duo Client on the remote computer.

## **Crystal Reports Now Included**

HelpDesk v2.1 includes the Crystal Reports v9.0 Runtime Software, which HelpDesk installs on the Web server. By default, HelpDesk uses the Crystal Reports v9.0 Runtime Software to display custom reports, and a built-in HTML report engine to display listing reports, print issues from Web views, and format notification contents such as attachments.

When do clients need to purchase Crystal Reports? When they want to:

- Use Crystal Reports to display listing reports, print issues from Web views, or format notifications. In this case, they need to license the Report Creation API for their Web server.
- Build custom reports. In this case, they need to license Crystal Reports (v8.5 or v9.0) and the Creation API.

*Why use Crystal Reports instead of HTML for Listing Reports?*

With Crystal Reports, Web view users can export listing reports and issues to a variety of formats, including RTF, Word, Excel, and PDF. Similarly, notification attachments can be RTF, PDF, Word, Excel, and other formats (with the HTML report engine, attachments are either HTML or text).

*Why build custom reports?*

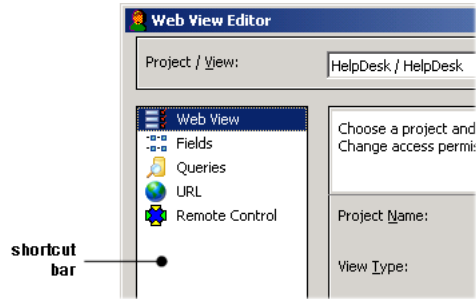
With Crystal Reports, users can add features such as charts, formulas, field highlighting, and running totals. They can also import graphics (such as company logos) and completely reformat a listing report.

## **Relocation Wizard**

The Relocation Wizard makes it easy for users to move HelpDesk v2.1 installations and to convert HelpDesk v2.1 installations from single-server to the two-server configuration.

## New Interface for the Web View Editor

The new, improved Web View Editor user interface now looks and feels like the HelpDesk Admin user interface. The new shortcut bar provides quick access to common tasks, such as exporting fields.




*New Web View Editor User Interface*

## URL Buttons

In a Web view, a URL button opens a new browser window and loads a document. To add a URL button, you use the Web View Editor to associate a URL with a field. You can even use the field value as part of the URL.

For example, suppose you wanted to record the ID number of a Microsoft KB article that explains how to resolve a problem.



The URL button  would open the KB article in a browser window.