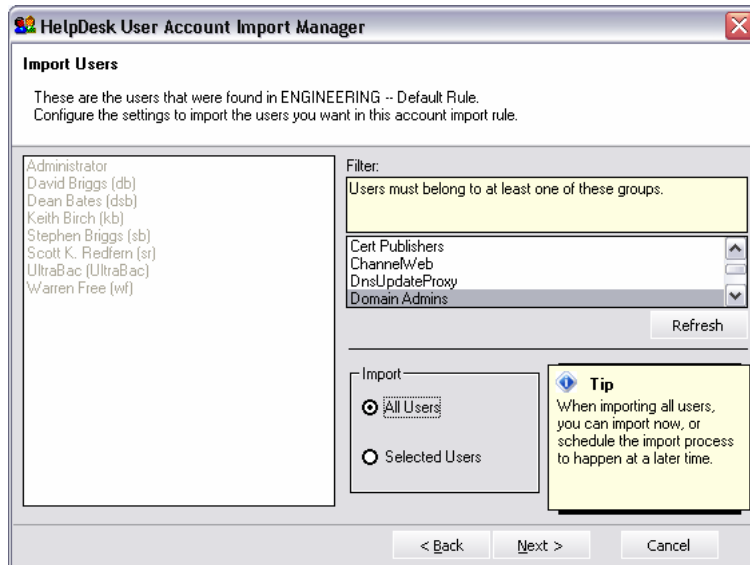


What's New in PC-Duo Enterprise HelpDesk v4.00

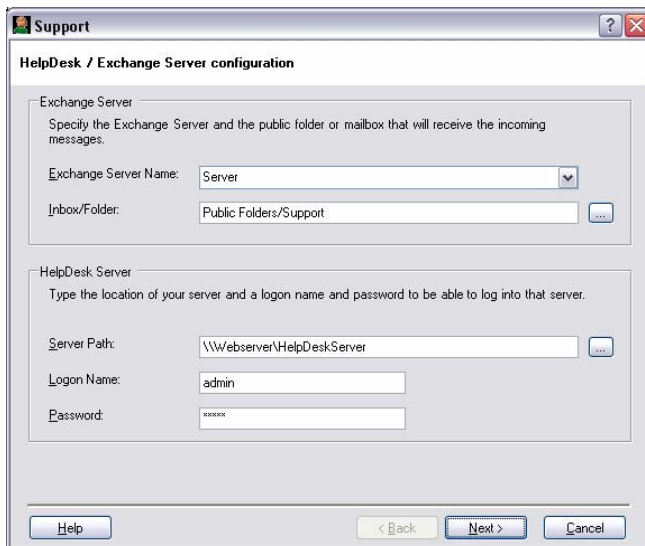
Extended User Authentication

To provide enhanced security, and as an alternative to its standard account authentication, Enterprise HelpDesk now allows users to log on using their Windows Domain or Active Directory account.

Administrators can choose whether to authenticate user credentials with Active Directory, Windows Domain or HelpDesk security and use the LDAP-based Import User Accounts wizard to specify which accounts are allowed.



E-mail Integration



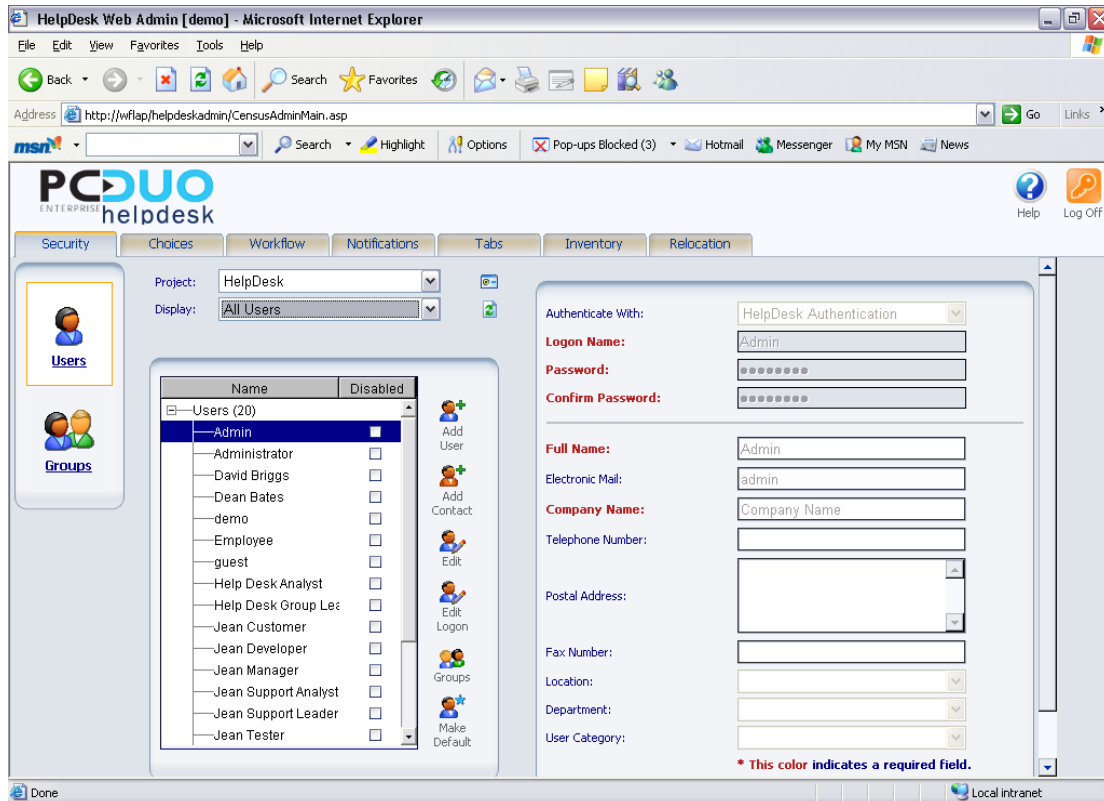
Enterprise HelpDesk now accepts e-mail requests submitted by users, applications and intelligent devices.

Using the Exchange Server Integration wizard, Administrators create Microsoft Exchange rules that define defaults for any missing values, and map fields within an e-mail to the HelpDesk database.

When HelpDesk receives an e-mail to its dedicated account, it automatically creates an issue which can then be allocated to support staff as normal.

Web-based Administration of User Accounts

In Enterprise HelpDesk 4.00, the Web Admin application has been extended to allow Administrators to manage user accounts. Administrators can change the HelpDesk user's logon name and assign users to groups from their Web browser.



Global Choice Lists

Choice Lists enable Administrators to specify the options available to users in a HelpDesk Project. In previous versions of Enterprise HelpDesk, Administrators were required to separately define Choice Lists in each project they created. In Enterprise HelpDesk 4.00, the new Global Choice List feature enables Administrators to reduce the amount of work required to set up a Project by utilizing shared Choice Lists.

Default Values

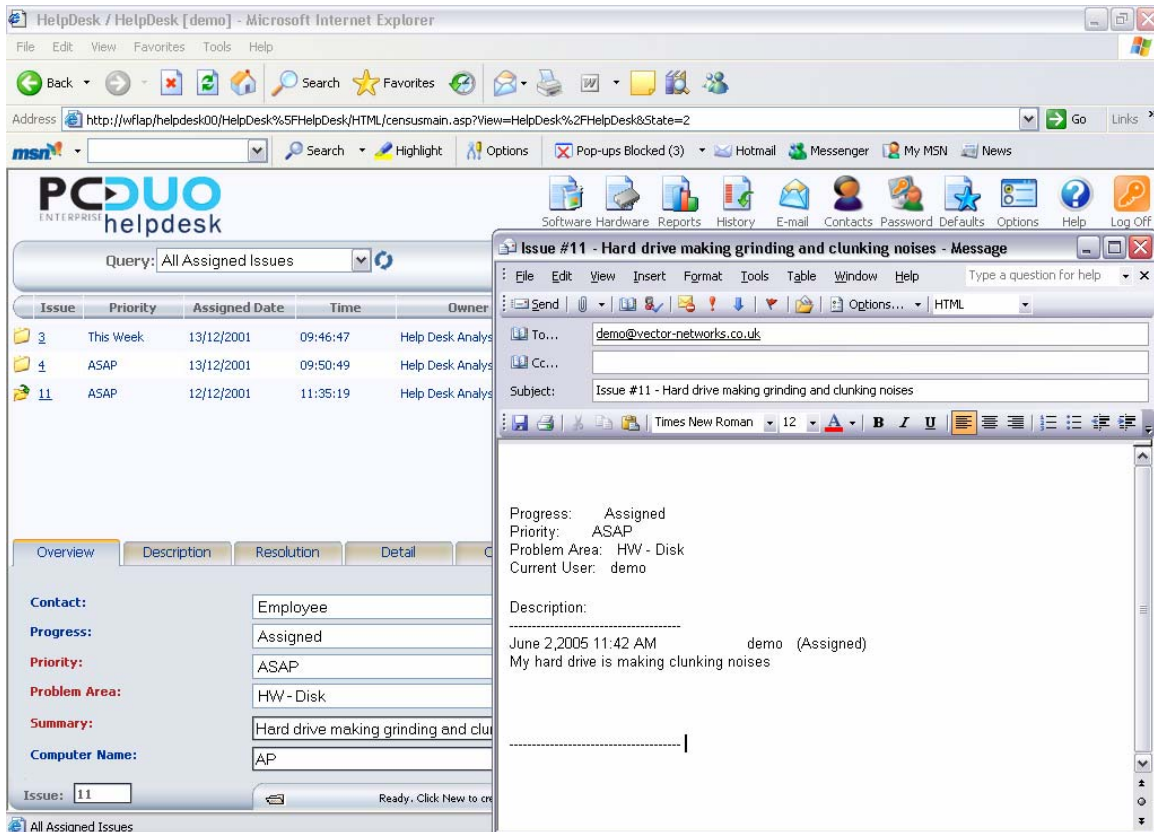
HelpDesk 4.00 enables Administrators to specify default values for new users. These default values are then carried through to both the Submit only view, used by individuals submitting issues, and the HelpDesk Web Admin application, minimizing the amount of information that a particular user needs to enter when creating a new contact or user within HelpDesk.

Control the visibility of Users and Contact Visibility on a Per-project basis

Enterprise HelpDesk 4.00 offers Administrators the ability to control which users and contacts are available in a project. Enterprise HelpDesk allows you to assign users and contacts to categories, and then specify which categories are visible within the project.

E-mail users from HelpDesk views

HelpDesk users are now able to e-mail the submitter of an issue directly from inside the HelpDesk issue within the HelpDesk views, the e-mail containing the issue details.



The screenshot displays the PC-Duo Enterprise HelpDesk interface in a Microsoft Internet Explorer browser window. The main page shows a list of issues under the query 'All Assigned Issues'. The table below contains the following data:

Issue	Priority	Assigned Date	Time	Owner
3	This Week	13/12/2001	09:46:47	Help Desk Analys
4	ASAP	13/12/2001	09:50:49	Help Desk Analys
11	ASAP	12/12/2001	11:35:19	Help Desk Analys

Below the table, the details for Issue #11 are shown:

- Contact: Employee
- Progress: Assigned
- Priority: ASAP
- Problem Area: HW - Disk
- Summary: Hard drive making grinding and clunking noises
- Computer Name: AP

An email composition window is overlaid on the right side of the screen, titled 'Issue #11 - Hard drive making grinding and clunking noises - Message'. The email content includes:

Progress: Assigned
Priority: ASAP
Problem Area: HW - Disk
Current User: demo

Description:
June 2, 2005 11:42 AM demo (Assigned)
My hard drive is making clunking noises

Workflow in Submit-only Views

HelpDesk's submit-only views have been enhanced to allow Administrators to define workflow rules. Administrators can now define different workflow rules for different types of issue and use this to specify different choices for a field depending on the selections made by users.