

# SIEBEL HELPDESK



*When customers or employees have a problem, complaint, or question, they want answers quickly. More importantly, they want their problem solved. Siebel HelpDesk provides a vital day-to-day contact point between customers, users, IT services, and third-party support organizations.*

## KEY FEATURES

- Support Portal for Employees
- Task-Based User Interface
- Automated Service and Incident Management
- Problem Management
- Change Management
- Simplified Asset Management
- Asset Auto-Discovery
- Escalation Functionality for Service Level Management
- Streamlined Human Resources Management
- Integrated Rules Engine
- Plug-and-play Search capabilities

## Built-in Best Practices for Efficient IT Service Management

With embedded, ITIL-compliant best practices for managing incidents, problems, change requests, and other IT service processes, Siebel HelpDesk delivers a complete, integrated IT service and support solution that improves the use of scarce resources, the speed and quality of service response, and IT cost management.

Siebel HelpDesk also delivers exceptional capability to human resources (HR) organizations. Siebel supports streamlined, efficient HR services with multi-channel employee services and centralized access to HR information, documents, vacation reporting, benefits and claim information, and much more. Siebel HelpDesk frees HR employees to support more employees, more rapidly. It also allows HR organizations to spend more time and attention on employee recruitment, training, development, and staffing.

The screenshot displays the Siebel HelpDesk web interface. The top navigation bar includes 'Home', 'Accounts', 'Contacts', 'Opportunities', 'Sales Orders', 'Service', 'Quotes', 'Administration - Product', and 'HelpDesk'. The main content area is divided into several sections:

- Ask a Question:** A text input field for entering questions, with a 'Go' button.
- Find FAQs:** A list of frequently asked questions, such as 'How do I request a desktop computer?' and 'Why doesn't my new RSA SecurID token work?'.
- Self-service:** A list of self-service options including 'Browse the Knowledge Base', 'Forms Library', 'Fix an application', 'Diagnose a problem', and 'Live Support'.
- My Service Requests:** A table showing service requests with columns for SR #, Status, Date Opened, Title, Area, and Priority. One request is visible: SR # 316852-6763130, Status Unassigned, Date Opened 1/29/2007 12:52:12, Title Hard drive failure, Area IT, Priority 2-High.
- Alerts Online:** A table showing system alerts with columns for Name, Status, and Status (Icon). Alerts include Email, Internet Access, Network, Printers, Remote Access, Voice Services, eBiz, and eProcurement, all with a 'Currently Available' status.
- My Assets:** A section for managing assets, currently showing 'No Records'.

Siebel HelpDesk delivers complete ITIL-compliant functionality out-of-the-box for IT and HIPAA compliance for HR service management.

## **Improve Business Process Automation with the Task-Based User Interface**

An important business benefit provided by Oracle's Siebel HelpDesk is the ability to affect the consistent and efficient execution of an organization's business processes. Adherence to rapidly changing processes is critically important to both business agility and compliance with an increasing number of regulations. The extensive business process automation capabilities of Siebel Workflow, the State Model, and iHelp are further instantiated through the use of the task-based user interface.

Siebel's new task-based user interface extends business process automation to the level of user interaction. The Siebel task framework enables process re-engineering and user interactions with the system to reflect real-world challenges encountered in that user's environment. Tasks are managed on-site, by the customer, and are multi-step, interactive operations that can be created, configured or utilized out-of-the-box including branching and decision logic. Tasks have a wizard-like user interface that guides the end user through task execution, allows navigation both forward and backward within task execution, and allows task execution to be paused and resumed as needed.

This combination of features helps to increase the efficiency of users by guiding them through the execution of unfamiliar tasks. Tasks can also increase the efficiency of busy veteran users, especially those working in environments that are prone to interruption, because it allows for easy switching between multiple tasks throughout the working day.

## **Transform Customer Service with Complete Contact Center Management**

Siebel HelpDesk allows organizations to efficiently, effectively manage critical help desk functions including:

### **Incident and Problem Management**

Siebel HelpDesk improves problem management by identifying and addressing the root cause of incidents. Multiple incidents can be associated with a single problem—streamlining problem resolution and communication with affected users.

### **Change Management**

Siebel Change Management enforces standard methods and procedures for efficient, prompt handling of all changes to an organization's IT infrastructure. It minimizes the impact of change-related incidents on service quality, and improves day-to-day operations. Siebel Change Management:

- Provides visibility into IT infrastructure components and business services that may be impacted by planned changes
- Tracks and automatically routes multi-level approvals for change requests
- Automates task assignment, escalation processes, notifications, and approvals for optimal workforce deployment
- Delivers seamless service lifecycle management through tight integration with

problem and incident processes

### Configuration Management

IT managers must have accurate asset and owner inventories to ensure high levels of service quality and organizational efficiency. Siebel Asset Management delivers a complete solution for asset management including asset valuation, warranty information, costs such as depreciation schedules, and service and repair histories.

Siebel Asset Management helps companies track and maintain assets over time. It identifies the vendors of each asset, related assets, serial numbers, shared assets, and cost structures. Other key capabilities include:

- Single view of asset information management including vendors, costs, service histories, and other details
- Automated asset discovery to identify, confirm, and manage a complete inventory of IT assets
- Asset configuration management that identifies, controls, maintains, and verifies the configuration of assets

### Service Level Management

Siebel Contracts enable IT organizations to align service delivery with established entitlements, availability, and response times. The development of service level agreements allows organizations to monitor costs associated with the different types of service levels. Through continuous monitoring of IT service levels, organizations can consistently meet target service levels.

Siebel Help Desk provides a highly optimized agent interface to speed incident recording and management activities.

### Siebel HelpDesk Analytics

Siebel HelpDesk Analytics enables companies to provide high-quality, closed loop service by monitoring and tracking how the service organization is meeting IT service metrics and agreements. This application helps companies:

- Effectively deliver employee service with more than 12 pre-built dashboards and 160 pre-built reports for incident, problem, change, asset, and service level management
- Deliver advanced analytical reports on assets that have been automatically discovered on the network
- Measure and monitor help desk agent and contact center operational metrics such as call waiting times, abandon rates, and performance against predefined service level agreements.

### CRM and Help Desks

Increasingly, companies seeking to streamline costs and optimize scarce resources are looking at help desks in a new light. These companies now view help desks as a ‘flavor’ or type contact center. Meanwhile, other companies continue to manage help desk operations independently from customer service and support systems. Siebel offers complete flexibility in supporting both business models.

Siebel HelpDesk is available as an integrated component of Siebel CRM and as a stand-alone product. When integrated with other Siebel CRM applications, Siebel equips companies to deploy next-generation contact centers that support customers, partners, and employees across marketing, sales, service and IT/ HR service management needs. As a stand-alone product, Siebel HelpDesk offers exceptional value as it delivers greater efficiency and effectiveness for IT and HR service management.

### Summary

Oracle’s Siebel HelpDesk enables organizations to create a consolidated service desk that unites, streamlines, and globalizes your internal support operations. Oracle provides the infrastructure and tools that organizations need to maximize productivity for both agents and employees, and maximizes efficiency throughout your organization.

For more information on Oracle’s Siebel Helpdesk solutions, please visit [www.oracle.com](http://www.oracle.com).

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