

# *everything* HelpDesk®

*The ZENworks Integrated Solution*



[Ease of Use]

[100% Web Help Desk]

[Business Process Automation]

[World Class Customer Service]

[Essential Third Party Integration]

[Cross Platform Service Desk Solution]

[Reporting with True Business Intelligence]

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**GROUP LINK** *everything*  
**HelpDesk®**

## ZENworks Integrated Help Desk Features & Benefits

### Search for ZENworks Assets Directly from Tickets

- View the auto-suggestion for the contact's primary asset
- Display all other assets which the contact has accessed

### Integrate Your ZENworks Database

- Integrate Sybase, Oracle, or MS SQL with everything Help-Desk (eHD)
- Eliminate the need to import or export assets

### Tie ZENworks Assets to Tickets

- Pull ZENworks assets into the eHD Asset Field Box
- Change or edit the ZENworks assets directly from the Ticket

### View Troubled Asset Reports for ZENworks Managed Devices

- Identify troubled assets and ensure repair before warranty expiration
- Simply view the ZENworks troubled assets using eHD's powerful reporting tool
- Show top troubled assets

### Access ZENworks Asset Detail Page from within eHD

- Quickly find the end user's computer asset information
- Gather ZENworks asset details from within Ticket

### See All Past Tickets Tied to ZENworks Assets

- Observe all Tickets tied to ZENworks assets
- Reveal Ticket number, Group, Subject, and Status linked to each asset
- Open each Ticket to view history comments and full Ticket detail

### Launch ZENworks Remote Control of a Asset From a Ticket

- Initiate a remote control session directly from eHD using ZENworks
- Record each remote control session automatically in the Ticket's History Comments
- Track Technician name, Asset ID, and time in the History Comment

### Run and Save Reports Grouped by ZENworks Assets

- Search Tickets tied to ZENworks assets
- Create and save custom reports for each ZENworks asset
- View reports grouped by ZENworks assets

### Other eHD Features

- Submit requests with the easy-to-use Ticket submission form
- Access the entirely web based application from any web enabled device
- Experience world class customer service
- Integrate with GroupWise or Outlook/Exchange calendar and email systems
- Support on Windows, Mac, Linux and OES
- Seamlessly integrate authentication through LDAP, with eDirectory or Active Directory
- Customize the application for multiple departments

“The fact it runs on all platforms and that it integrates with eDirectory [or Active Directory], ZENworks and GroupWise [or Outlook/Exchange] email and calendar are awesome. Easy to use and very easy to set up.”  
- Dan Klamert, Oconomowoc Area School District

