

Free Help Desk Software Available From Web Help Desk

Submitted by: Unipress Software Ltd

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SUMMARY: Web Help Desk, the leading cross-platform help desk software solution, has announced the release of a Free Edition of its web-based incident management software for educational institutions, government agencies, and small business.

FOR IMMEDIATE RELEASE

LONDON, ENGLAND - Unipress Software Ltd, European Distributor of Web Help Desk, the leading cross-platform help desk software solution, has announced the release distribution of a Free Edition of its award-winning, web-based incident management (<http://www.unipress.co.uk/products/webhelpdesk/help-desk-software.html>) software for educational institutions, government agencies, and small business. The Free Edition has no expiration date, is completely free from ads, and includes one full year of help desk software upgrades.

Key benefits of this free help desk software edition include:

Cross-Platform Technology - Server-side installers are available for Mac OS X, Linux, and Windows Server; while all endusers access the help desk from virtually any internet browser.

Email-to-Ticket Conversion - Automatic email-to-ticket conversion ensures that service requests submitted via email do not fall through the cracks and breach SLA.

LDAP and Active Directory Integration - Utilise your current LDAP or AD directory for login authentication and to schedule imports of customer data.

Web Portal - A customisable customer support web portal for endusers to submit service requests, view ticket updates, and seek self help or view auto-suggested solutions from the knowledge base.

Knowledge Base - The mentioned customer service Knowledge Base also allows article visibility to support staff only; building an extensible and searchable internal knowledge base.

Ticket History and Audit Trails - Support staff may add notes (and hidden notes) to each ticket, from the web app or via email. Every update to a ticket is recorded by username and time date stamp.

SLA Email Alerts and Reminders - Configure various Service Level Agreements for email alerts, escalation's and reminders to be sent to support staff and management.

Graphical Performance Reports - Run a variety of help desk reports to increase productivity and create new efficiencies. Reports may be run real-time, exported to spreadsheets, or through automated email delivery.

For more details and a free help desk software download, visit the Web Help Desk website

(<http://www.unipress.co.uk/products/webhelpdesk/help-desk-software.html>) or call 08450 64 65 66.

Free Help Desk Software Download (<http://www.unipress.co.uk/free-help-desk-software.html>)

Web Help Desk Software (<http://www.unipress.co.uk/products/webhelpdesk/help-desk-software.html>)

Web Help Desk Tour (<http://www.unipress.co.uk/products/webhelpdesk/help-desk-software-tour.html>)

Help Desk Software Demo (<http://www.unipress.co.uk/products/webhelpdesk/evaluation.html>)

UniPress Software ICT Solutions (<http://www.unipress.co.uk/>)

About UniPress Software Ltd - <http://www.unipress.co.uk/>

UniPress Software was established in 1988 as the distributor in the UK and Ireland of web-based service desk automation software targeting mid-market companies, departments within large enterprise organisations, and small businesses. Having over 10 years experience in the help desk and service desk marketplace, UniPress Software has become renowned for its excellent technical support and customer service levels.

About Web Help Desk - <http://www.webhelpdesk.com/>

Founded in 1998, the Web Help Desk software suite is the leading cross-platform service desk management solution for help desk and customer support professionals who seek to simplify and control their increasingly complex service environments. The extensive feature set of the Web Help Desk software addresses critical IT and support areas, including: Incident and Problem Management, Asset and Desktop Management, Knowledge Management, and Approval Workflow.

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John Ryan
Managing Director
08450 646566
United Kingdom