News Release
Target Helpdesk Version 3.3 Update

Target Helpdesk Software is delighted to announce the latest release of the feature-packed helpdesk system.

Target Helpdesk version 3.3 includes a number of great enhancements added since version 3 was released.

Welcome to the Target Helpdesk 3.3. update!

Here at Target Helpdesk Software, autumn has arrived and the leaves are falling. Winter is knocking on the door but we don't mind because we are reflecting on a great summer, we've played hard but also worked hard. Our efforts make for a better than ever Target Helpdesk with key improvements to email control all driven from your SLA. As well as issuing email notification alerts on events, which now includes a ticket closed event option, you can also issue periodic notifications on a schedule. To give a little extra power, scheduled notifications can cycle through a series of email templates. **Read on for more exciting news…**

At A Glance

- Enhanced automatic email notifications
- CC or BCC client notifications to the company admin/account manager
- CRM mailer now incorporates LiveQuery
- Recently updated list
- Summary list highlighting options
- Session-persistent PingBox
- Tabs content customization options and highlighting
- SLA's on catego ries
- Assign preset list of SLA's to client-organisation
- Free-format "Ticket" label
- And many more....

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Spotlight on Email

Benefits

- Improved control
- Improved automation
- Improved communication

Work efficiently

Email Management

- **Scheduled Emails** makes it simple to keep clients updated and informed about the current status of their call. Simply define a scheduled email in Maintenance | Scheduled Email Plans as shown below.

Set the frequency of how often the client should be updated (in the above example, its every week day). You can use a standard single canned email or a series. Using a series lets you send the client different content in each mail. The scheduled email plan will be active until the ticket is closed.

- **Email events** are now extended to allow you to let clients receive an email automatically when the ticket is created and/or closed, or both. A separate canned email template exists for the ticket "closed" alert so you can customise the client message when the ticket closed alert is issued.

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Benefits

- Centralise control via SLA's
- Keep clients informed at every stage
- Reduce manual overhead

Work effectively

Email Management

- **Canned Email Templates** for the initial ticket created alert and update alert can now be cc'd or bcc'd to the company email contact to keep them informed of ticket activity. Just maintain these email templates and select for the email to be CC'd or BCC'd to the organisation email address. The email address on the organisation could be the organisations admin contact or even your own internal account manager.

CRM Mailer Email Targeting

- The **CRM Mailer** addin tool allows you to issue campaign emails to clients, whether they are news updates or special offers. The CRM Mailer lets you quickly select from your contact list or even provide your own address list. However, this tool has just become even more powerful with a 3rd option, "LiveQuery". LiveQuery lets you build a list of email address directly from the Target Helpdesk database, so you can build context into your list. Some samples already provided include the following...

"Top 10 highest users" and "Top 100 highest users" of the helpdesk

"All clients we have completed a ticket for in the last month", last 3 months, last 6 months, last year.

Choose from these and more LiveQuery samples to build a relevant contact list, select your email content and send your mail, done!

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Upgrade Now?

Benefits

- Improved control
- Even easier to use, great for new recruits
- Team-working focus
- Achieve ITIL compliance

Gain operational control

Get the update now!

· All clients with a valid maintenance and support contract are eligible to upgrade

· You can obtain the update today by visiting
http://www.targethelpdesk.com/download_upgrade.aspx

· Before upgrading always backup your database and follow the standard upgrade procedure described below.

- Everyone logout of Target Helpdesk and stop the "TargetHelpdesk Service" on the server. (Go to Control Panel | Administrative Tools | Services and locate the service in the list, right-click on the entry and select "stop")
- Run the "upgrade_desktop.exe" on your own machine and perform a successful login. (Be sure to select the middle option "Upgrade" on the first screen)
- Run the "upgrade_server.exe" on the server and start the "TargetHelpdesk Service" (Be sure to select the middle option "Upgrade" on the first screen). This upgrades the Target Helpdesk Enterprise Windows Service only. If you have a desktop installed on your server, then run the "upgrade_desktop.exe" also. Start the service by locating the service from the services list, right-click and select "Start"
- Upgrade any additional desktops using the "upgrade_desktop.exe"
- If you have the web portal, unpack the "upgrade_web.rar" package into the web portal home folder and restart IIS using "iisreset" from a command prompt. *Note: it is better to unpack the files as stated, directly into your web portal web site folder in order for the files to inherit web file permissions.*

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More coverage, more Return on Investment.

Why not consider leveraging your Target Helpdesk implementation further? Give access to more techs, managers, or even incorporate an additional team unit.

Just contact us to review your licence options. We support both seat-based and concurrent licence models to provide you with the most cost-effective licencing solution.

Contact us as follows.

Telephone: +44 845 9000 521 (UK & Intl)
                1888 9000 421 (US)

Email: **support@targethelpdesk.com**

We are always keen to hear feedback and funnel this into our continuous development cycle. This has proven an all important win-win for you and us. For you, it means you see enhancements that you suggest and for us, it means an even better product. We are always working on enhancements and improvements, so feel free to let us know if there is something in particular you. Just email us at support@targethelpdesk.com with your suggestion.

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