Ready to go!

VERSION 3.4

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

Target Helpdesk version 3.4 includes a number of great enhancements added since version 3 was released.

Welcome to the Target Helpdesk 3.4. update!
Here at Target Helpdesk Software, Spring has arrived and we are looking towards Summer at last! We have been hard at work over winter. Our time and effort make for an improved Target Helpdesk with key improvements to the dashboard and underlying service operation while making inroads to an enhanced cross-browser compatible web portal with a planned availability later this year. **Read on for details of the enhancements…**

At A Glance

- Dashboard snapshot clears old closed tickets from cluttering your view
- Large volume databases (>1 million tickets) now achieve the same performance as a system with 1000 tickets with our new Adaptive Data Management
- LiveSearch performance improvement utilising the Adaptive Data Management layer
- Web contact email form processing
- Automated flagging of follow-up notes as public
- Web Portal kb search now utilises global LiveSearch repository for better performance
- Organisation-level public knowledgebase article filtering
- Improved Active Directory syncing
- Select "from" email address for automated email notifications
- And many more....

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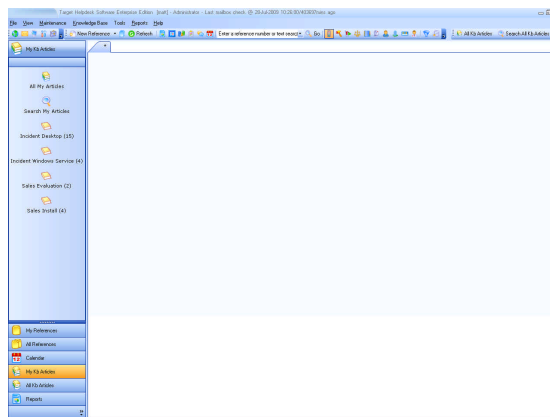
Spotlight on Dashboard

Benefits

- Improved control
- Improved view
- Improved performance

Work efficiently

Dashboard View

· **The Target Helpdesk desktop dashboard** is the operators' workplace. Over time, finding a recently closed call can soon take longer than it should when thousands of calls sit in the closed status. What we have done is make the dashboard time sensitive. So, for example, the dashboard now shows all tickets of all status as normal but only includes closed tickets for the last 30 days. Of course, if you only want the last 7 days closed tickets to be included or prefer a longer period such as 90 days, simply go to Maintenance | Options and set the preferred number of days in the Control tab.

Having the view restricted to a time period provides for improved performance handling just a fraction of the data. (continued...)

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Benefits

- Find tickets faster
- Time sensitive data
- Reduce data overhead

Work effectively

Dashboard View (continued)

· **The time sensitive** dashboard view is ideal for most of the time, but there are exceptions when you want to list all closed tickets or all closed tickets for a larger time period. For this reason, we have menu option in the View menu Dashboard View | Include all historical tickets. This is accompanied by a toolbar icon for quick access.

"Include all historical tickets"

Web Contact Form Scanning

· Want to allow clients and end-users to fill in a contact form on the web and have the ticket automatically logged in their name? Now you can! In the Maintenance | Options, email settings, there is now a section for "Automated Inbound Contact Management". Simply have your web form email a mailbox that Target Helpdesk monitors and set the parsing tags. Target Helpdesk will then scan the inbound web form email for contact name, email etc. and even create the contact if the client or end user is not in your contact list. This lets you create native contact forms on your intranet and internet web sites and capture data for raising a call into your Target Helpdesk system with ease.

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Get the update now!

Benefits

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

Gain operational control

·   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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