iNOVA LOGIC

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SOFTWARE FOR
MANAGED SERVICE PROVIDERS
ORDER – EFFICIENCY – PROFIT

CDESK®
Organized work makes profit

CUSTOMERS AND CONTACTS
Transparent database of customers with possible categorization

DEALS
Simple recording of ongoing and completed work according to customers, with direct invoicing, cost and human resource planning

OFFERS
Recording of offers with customer acceptance

REQUESTS WITH SLA (HELPDESK)
Solving customers' requests within set deadlines with notification of their status

ORDERS
Formal register of purchases

WORK ORDERS
Managed execution of requests

CMDB CONFIGURATION DATABASE
Recording of all configurable objects in one database

INVOICES
Lists of invoices linked to deals

FULFILLMENTS
Recording of work done

CONTRACTS
Central register of customer contracts

TASKS
Fast and simple planning of work activities

MESSAGE PROCESSING
E-mail communication routing

PRICE LIST
Recording of provided services with pricing

CALENDAR
Overview of dates in an interactive calendar

DMS
Simple Document Management System

APPROVAL PROCESSES
For requests, offers and leaves

VACATION MODULE
Vacation and sick leave management with substitution and approval

KNOWLEDGE BASE
Recording and sharing of know-how among designated persons – known issues, procedures, hints and tips

SUBSTITUTION
Don't let your obligations lie dormant when you are not at work

RESERVATION MODULE
Making reservation for any objects in the company via public addresses, storing and processing of all messages in CDESK

WEB PORTAL
Basic access to all data and functions

ADDITIONAL PROPERTIES
Customize the forms in CDESK according to your needs

CONNECTORS AND API INTERFACE
API interface for data exchange between CDESK and your solution, Active Directory and LDAP Connectors

MOBILE APPLICATION
Access to CDESK data from mobile device also offline

DESKTOP APPLICATION
Operative work on a large computer

OUTLOOK PLUGIN
Easy e-mail transfer to CDESK

INTEGRATION OF CM IT MONITORING
Customer service expanded by highly-developed IT management

Cui Bono? Who can benefit from CDESK?

IT Services

Servicing and maintenance

Customer care

CDESK SYSTEM MODULES

CUSTOMERS AND CONTACTS
Organized database of customers with possible categorization.

- Recording of customers and contacts
- Creation of groups of customers with categories such as region, area of activity, etc.
- Workers need authorization for access to specific groups of customers
- Notification type setting
- Possibility to define custom properties for customers

DEALS
Simple recording of ongoing and completed work according to customers, with direct invoicing, cost and human resource planning.

- Register of extensive pieces of work
- Deal budget and cost tracking
- Grouping of requests and tasks
- Planning of internal and external costs
- Human resource planning
- Recording of issued and accepted orders
- Recording of stock documents
- Invoicing and possible automatic invoicing with confirmation
- Billing for services in multiple scenarios (post-paid/pre-paid)
- Optional differentiation of internal and invoicing work
- Hidden invoice items for records of costs inaccessible for customers
- Billing of material, services, transportation, reference costs
- Billing archive
- Recording of work done on specific objects from CMDB configuration database
- Billing of contracts and contractual penalties
- Reinvoicing of costs from accepted invoices and bills

REQUESTS WITH SLA (HELPDESK)
Solving customer requests within set deadlines with notification of their status.

- Recording of ongoing work of workers
- Follow-up of fulfillment/response deadlines, alternative solutions, SLA analysis
- Choice of request type – Helpdesk, order, complaint
- Possibility to add customer's objects to which the request applies (from CMDB)
- Custom properties
- Discussion with customer
- Internal discussion (invisible to customers)
- Possibility to predefine own signatures displayed in the discussion
- Automatic assignment of notification recipients with indication of reason
- Optional adding and deleting of notification recipients, with history
- Recording of history of changes in requests
- Change management
- An individual or a group may become an assignee
- Categorization by type or area of service
- Task creation and pooling as partial solutions
- Adding offers with optional customer approval
- Possible to keep unfinished request as a draft
- Optional filters
- SLA – setting of specific response terms to individual objects or groups in CMDB
- Catalogue of requests with templates for task creation
- Regular requests

TASKS
Fast and simple planning of work activities.

- The Tasks module can work independently or can divide requests or deals on smaller and simpler activities. The simplicity of Tasks lies in minimizing the number of options and showing only those cells that are necessary for fulfillment of easier work.
- On the other hand, you can register fulfilments in a task, set a group as an assignee , add helping assignees.
- If you decide not to use Requests in CDESK, the Tasks module will allow you to run a simple task system reporting the job done.

FULFILLMENTS
Recording of work done.

- Keep track of the workload of your workers based on the work done.
- Create invoices with accurate work schedule in a split second.
- In Fulfillments you can register used material, delivered goods, transport costs and parking fees.

OFFERS
Register of offers with customer acceptance.

- Offers can only be approved by a supervisor. This will avoid unnecessary wasting
- of money.
- Customer can approve or reject your offer directly in the system. Space for discussion and comments on individual offers can help you with further raising of standards.
- All offers are clearly arranged on the list. The list can be exported in XLS format.
- Work with offers is faster thanks to the option of moving here items directly from the price list.

CONTRACTS
Central register of customer contracts.

- Owing to the Contracts module you can have all the contracts stored at one place.
- You will make most of it if you provide services based on regular fees, allowing customers to use different types of discounts, cooperating with the partners that sell services and when having bound services.
- Each of your customers will be clear about contract rules.
- Contract are linked with Configuration database and Price lists.
- Save time – CDESK can do the billing automatically. You just set time and form.

RESERVATION MODULE
Let everybody know about your reservation and avoid unnecessary misunderstanding.

- The module allows you to make reservation for any object in the company.
- It is accessible to your employees as well as to your customers.
- User himself can create categories that would simplify working with reservations.
- He can define his own objects of reservations.

CALENDAR
Overview of dates in an interactive calendar.

- This module proposes a simple overview about activities in time. It displays requests, expected task completion dates, deals, reservations and vacations.
- It can display status/overview according to individual assignees. It shows supposed deadline for a task completion.
- Inevitable tool for work scheduling.

SUBSTITUTION
Don't let your obligations lie dormant when you are not at work.

- The module ensures transfer of non-completed work on a substitute worker.
- Approval can be optionally transferred on a substitute as well.
- The authorizations can be adjusted to let the substitute person perform transferred obligations.
- Substitution can be set automatically when taking a leave via Vacations module.

VACATION AND SUBSTITUTION
Leave management with substitution.

- You can record any type of leave you need in your company, such as vacations, work trainings, sick leaves, doctor visits and track your vacation balance.
- Take control of leave allocation by multi-level approval process.
- Substitution provides the option of transferring the authorization from one operator to the substitute without useless administration.

CMDB CONFIGURATION DATABASE
Recording of all objects in user-configurable database.

- Configuration database allows you to record objects/devices on which you provide your services and customers' environment (operations, workplaces, buildings), contracts, amendments. It only depends on your rate of detail.
- CDESK adapts to you – do not restrict yourself to preconfigured templates. You can create your own groups and object types. You can also set permissions, SLA and SLO for each group or object type separately.
- Scheduled work – let your customers know about planned outage via CDESK.

APPROVAL
Approval processes for requests, offers and leaves.

- Document your decisions. A simple tool when you want to give opinion on the type of requirement – request or leave.
- The Approval module also informs other persons involved about the final decision.
- There are multiple options how to design approval processes, you can decide the minimum number of approvers, approval method in parallel or in series.

DMS
Simple management of attachments and documents.

- No need to search for attachments in messages. CDESK gathers all at one place – in the DMS module (Document Management System).
- Moreover, DMS sorts the attachments by customers and object type, such as request, deal, fulfillment.
- Users can add here their own attachments that were not attached to messages.

SHOPPING LIST
Flexible and less formal management of purchases.

- Shopping list module is a digital version of paper shopping list that will never be lost or deleted. Buy your goods on time and your colleagues will then meet the deadline too.
- Have a clear idea of the reliability of your contractor thanks to the evaluation option. Only trustworthy contractors can make your company prosper.

REPORTING
In CDESK, everything is documented.

- Export as necessary – most of the modules in CDESK provide export to XLS, pdf or HTML.
- Wide range of customization to the most specific requirements.
- After placing an order, analytical reports are delivered via a standalone reporting server. It contains a copy of the CDESK database and uses it to calculate data for the required views.
- Data can be presented in other tools – from Excel to BI tools, such as Power BI and Qlik.

PRICE LIST
Pricing for provided services, supplied goods and accompanying charges.

- This module covers all items and services that require pricing. It is divided in three parts: *Service Price Lists, Work Price List* and *Transport Price List*.
- Items from the Price list are selected when creating new Deals or Fulfillments.
- Service Price Lists record the prices of provided services. In one package, there can be one, but also several services bundled together.
- Your customers will especially appreciate various types of discounts that can be included into services.
- In the Work Price List you can set the price of a work that the customer is going to order from you. Work is counted at an hourly rate, at a rate for unit or at a flat rate.
- Transport Price List provides an overview of prices associated with transport. It is possible to create a price list for each customer separately.

WORK ORDERS
Managed execution of requests.

- This module helps to divide the work on requests. It is an independent item strongly tied to a request that defines the part of the work that needs to be done to meet the request.
- Unlike Tasks, Work Orders affect counting of SLAs. You can order them, manage their visibility and make an assessment according to several parameters.
- The Work Orders module is firmly tied with Requests module, therefore some operations are automatic. Any object from configuration database can be added here, so you can track the work progress on it.
- Thanks to their sort function, work orders are ideal for addressing requests with multiple participating employees. The worker can see his assignment (work order) only when the work orders prior to his order are accomplished.

MESSAGE PROCESSING
E-mail communication routing via public addresses, storing and processing of all messages in CDESK.

- All messages at one place.
- Message processing module provides an organized list of e-mails, whether from your customers or employees. No need to check numerous e-mail boxes, this module gives you a clear overview.
- Messages can be easily accessed via search panel.
- Customize message assortment and processing. CDESK will automatically create requests or other items.

ADDITIONAL PROPERTIES
Customize the forms in CDESK according to your needs.

- In CDESK you are not limited by predefined forms. Thanks to Additional Properties you can extend forms by self-defined properties and code lists.
- An interesting feature is the possibility of combining different types of values into composite properties. In composite properties it is possible to set visibility of values depending on the others, such as conditioned display.
- Text, number, date, check box, hyperlink, selection field, conditioned display…
- This module provides you with wide range of value types to cover your needs.
- Moreover, it is you who decide which items will be required.
- You can create your own pre-filled lists of values, so-called code lists, or they can be automatically filled from existing records in the application, for instance, from CMDB Configuration Database or from Users. CDESK also offers the option to set a default value in the codebook.

INTEGRATION OF CM IT MONITORING
Customer service expanded by highly-developed IT management.

- Monitoring of the health and performance of infrastructure, servers, computers and applications
- SW audit
- HW recording (CMDB)
- Remote management and maintenance
- Backup automation
- Deployable to outsourcing companies and internal IT departments of large enterprises

CONNECTORS AND API INTERFACE
API interface for data exchange between CDESK and other systems in your environment.

- This feature widens even more the already wide CDESK functionalities. It provides an interconnection with other systems and let you make your own adapted forms or whole portal solutions.
- Interconnections with integrated functionality, such as Active directory/LDAP, Exchange/Office365, SMS gate and FinStat are already prearranged in CDESK.
- CDESK can connect to ERP economic systems, project management software (JIRA), other helpdesks and portals of different areas.
- Based on your order, it is possible to connect to other systems.

SLA A SLO
Set the deadlines that will prove the quality of your services.

SLA
- SLA (Service level agreement) in CDESK defines working times and terms associated with support, such as first response deadline, completion deadline and deadlines
for alternative solutions.
- For every object or a group in the configuration database you can set concrete reaction terms. Those can be set separately for each day as well as for the public holidays.

SLO
- In our system, SLO (Service level objective) defines parameters for service availability. It is a minimum service availability for certain period expressed as a percentage.
- In SLO you can document the maximum duration of outages as well as take the planned outage works into consideration.

NOTICEBOARD
All information designated for you employees clearly arranged at one place.

- Noticeboard is a mailbox of your company where every user can find important information. As customers have no access to it, privacy within your company is preserved.
- The content of the noticeboard has unlimited time validity. However, creator of the post can delete it. Posts can be directly addressed to assignees or operators.
- Have a clear idea of reach of the information. CDESK keeps track of the time when workers read the notification.
- Sort the pieces of information to user folders and make the noticeboard clearer.

KNOWLEDGE BASE
Recording and sharing of know-how among designated persons.

Register of knowledge and solutions
- Knowledge Base contains instructions and manuals.
- In case of any incident or problem, user knows where to look for a solution.
- Your customers can be also given access to this information.
- The module is interconnected with Requests.
- Knowledge Base currently operates in its basic version, while extensions are in preparation. To increase transparency, posts will be categorized. Option to specify whether the post is designated for assignees or customers will be added.

MOBILE APPLICATION
Quick access to CDESK data from mobile device also when at fieldwork.

- The mobile application allows you to have your data always with you. It will be appreciated primarily by people working in the field.
- The mobile application will help to note down your work, as you can access the data needed on your smartphone or tablet.
- Even without the Internet – the application works offline. After reconnecting to Internet, it synchronizes automatically with all system users.
- The application is supported by Android and iOS systems.

DESKTOP APPLICATION
Operative work on a large computer.

- Thanks to the desktop application, your work will be even more efficient. We arranged that you could perform any common tasks as quickly as possible. The application works offline as well.
- If some of your workers are able to work mostly via desktop application with minimal access to the web, they can save you money. Such workers can be assigned CDESK Silver license (see more about CDESK Silver license in Price list www.cdesk.eu/prices).

OUTLOOK PLUGIN
Easy e-mail transfer to CDESK.

- If you work with MS Outlook desktop version for operation system Windows, Outlook Plugin simplifies the transfer of e-mails to CDESK.
- From Outlook e-mail you can create a new request or a new task and add the e-mail as a discussion or as a note for a assignee.

ADDRESS BOOK
All necessary data about companies and customers at one place.

- Address book contains a clear list of companies and contacts in such a flexible structure that phone number and shoe size can be recorded side by side.*
- Store at one place your personal contacts as well as contacts actively working with CDESK (they have a login).
- You are not limited to predefined fields when entering data. It is possible to create your own fields that do not need to be the same for every customer.

ANNOUNCEMENTS
Noticeboard in your company

- Announcements are designated for all your workers and customers, displayed directly in the Dashboard.
- Announcements are classified into transparent categories that you can make by your own. An important notice may be displayed preferentially.
- Unlike Noticeboard, messages in Announcements can have limited time validity.
-

GET TO KNOW CDESK IN A SIMPLE DEPLOYMENT SCENARIO

CDESK is a complex system with many features. However, it is satisfy also the customers who are looking for a simple software. Keep track of your employees' tasks using simple forms. A task can be made in many ways, by an e-mail, web, mobile or desktop application. Worker can see his dates also via Outlook Calendar.

TIPS ON HOW TO PROGRESS WITH CDESK

If needed, a simple system can be extended of more modules that will provide you with new features. You will appreciate it in case of company's expansion, when starting with process management or when you simply want to manage more items. CDESK is able to grow with growing needs.

- The module Fulfillments allows you to keep track of time spent on carrying out tasks.
- In case you need to provide customer with an invoice or detailed billing documents, you can use the module Deals.
- If you have higher requirements to meet deadlines, you will appreciate the module Requests. Additionally, this module offers another dimension to communicate with customers. All communication regarding a problem is concentrated at one place.
- Via the function Substitution that is embodied in Vacation module, a substituting user gets access to the tasks of an absent user.
- To inform you customers or colleagues about the important events, turn on the module Noticeboard or Announcements.
- If you need to note the environment and

devices on which you provide your services, turn on the CMDB Configuration Database. Thanks to the register of planned services on the objects you will be renowned as a reliable partner.

- If you want to include in billing documents information about the used material, turn on Stock card.
- Terms created in MS Outlook, Exchange or Office 365 will be stored in CDESK at one place due to the module Calendar. Work planning will be then far easier and more effective.
- Moreover, CDESK can provide space for creation and storage of offers. You can thus avoid realization of old offers. Choose your items from Price lists.
- Knowledge base will help you to save time and unify work procedures. Note and share new procedures from it, as well as solutions to the most common problems.

With the aid of other modules, such as Approval, Work Orders, Scheduled Work, etc. you can configure CDESK up to a professional tool called Service Desk which is deployable in big companies.

FLEXIBILITY OF CDESK MODULES ALLOWS ITS DEPLOYMENT IN COMPANIES OF DIFFERENT ORIENTATIONS. MOST COMMONLY, CDESK IS USED BY:

IT FIRMS PROVIDING OUTSOURCING AND SW/HW MANAGEMENT

Comprehensive solution for providing IT support in computer networks, servers and workstations. Avoid problems, solve quickly those arisen, perform tasks on time and declare quality of your services using accurate and comprehensible reports.

COMPANIES FOR SERVICING AND MAINTENANCE OF DEVICES

Targeted customer care and perfect planning will increase the number of deals with reduced costs. Be notified on service revisions, allow customers to see progress of the work and history of repairs. Give your technicians a tool that will be their motivation at work.

IT COMPANIES PROVIDING SW SUPPORT

Clear record of working time and flexible invoicing. Observe contractual terms when implementing SW projects and providing support. Record and invoice SW interventions that are beyond contracts, communicate progress of the open cases and when providing quality solutions, get feedback to have a good relationship with your customers.

IT DEPARTMENTS OF LARGE COMPANIES

Enhance corporate network security with recording of events, IT monitoring, process automation in IT equipment management and communication with users. Reveal and record safety occurrences and apply rationally ITIL standards to the work of your IT department.

Recommended modules for selected types of companies	IT firms providing outsourcing and SW/HW management	Companies for servicing and maintenance of devices	IT companies providing SW support	IT departments of large companies
Customers and Contacts	✓	✓	✓	
Deals	✓	✓	✓	
Requests with SLA	✓	✓	✓	✓
Tasks	✓	✓	✓	✓
Fulfillments	✓	✓	✓	✓
Offers	✓	✓	✓	
Message Processing	✓	✓	✓	✓
CMDB Object Database	✓	✓	✓	✓
Calendar	✓	✓	✓	✓
Communicator and Chat	✓			✓
Reservation System*		✓		
Knowledge Base*	✓	✓	✓	✓
Vacation Module*	✓	✓		
Mobile Application	✓	✓		✓
Integration of CM IT Monitoring	✓			✓

LICENSING POLICY

CDESK can be provided in three licensing models: GOLD, SILVER and BRONZE. Services are accessible according to the license type.

GOLD

Account registered as CDESK GOLD has access to the fully functional system according to the purchased modules. This type of account also provides unlimited access to the web portal, to the mobile and desktop application.

SILVER

With CDESK SILVER license, fully functional system is limited by the number of accounts accessing the web interface. Up to 25 % of purchased SILVER accounts per license can be logged at the same time. These logins are not restricted in using mobile and desktop application.

BRONZE

CDESK BRONZE customer accounts are provided for free and are accessible to all your customers. Customer can assign a new request and start a discussion with operator. All the other information is read-only.

CDESK - SYSTÉM DOMYSLENÝ DO DETAILOV

NAVIGATION
The flexible navigation bar provides quick and convenient access to individual tools.

DASHBOARD
Data only become information when they are adequately displayed. Use widgets and get a good track of the status of your responsibilities and decide what will be the first task to engage in.

SEARCH
Contact, deal, contract or any other information can be found quickly and reliably. Search across the whole system.

TWEAKS
The quality of the user interface is determined by details, including the practical trifles such as locking for editing, full-screen mode, modal windows and floating action buttons.

CDESK®
Organized work makes profit

+Add

Search

English

John Green

CDESK navigation

Menu search

- Dashboard
- Scoreboard
- Address book
- Noticeboard
- Announcements
- Deals
- Requests
- Fulfillments
- Tasks
- Stock cards
- Vacations
- Message processing
- Calendar
- Offers
- Contracts
- CMDB
- Reports
- DMS
- SLA/SLO
- Global settings
- Users and groups
- Approval
- Archive
- Computers
- Communication

CDESK Dashboard

Edit

I'M A ASSIGNEE		
PENDING RESPONSE	AFTER DEADLINE	ALL OPEN
21	1	14

MY ASSIGNEE GROUPS		
PENDING RESPONSE	AFTER DEADLINE	ALL OPEN
15	3	33

I'M ASSIGNEE SUBMITTER		
PENDING RESPONSE	AFTER DEADLINE	ALL UNFINISHED
9	5	1

REQUESTS		
AFTER DEADLINE	TODAY	OPEN
5	20	15

TASKS	
AFTER DEADLINE	OPEN
1	16

DEALS	
AFTER DEADLINE	OPEN
0	19

My activities
a quick overview of activities

Requests   Tasks   Deals

Number	Time to Resolve to	Title	Customer	Assignee	Status	Entered on
My pending response						
CDR - 2709	5.9.2020	Mowing the lawn	M&S Clean Ltd.	Michael Cane	received	1.3.2021 14:12:09
CDR - 2830	3.2.2021	Purchase of new computers	Whale IT Ltd.	Support	received	20.3.2021 14:34:11
My pending approval						
CDR - 2711	5.9.2020	Painting of offices	RBank Ltd.	John Neal	waiting for approval	4.3.2021 19:07:03
CDR - 2734	4.3.2021	Installation of CCTV system	Kangaroo Security Ltd.	Ian Smith	waiting for approval	29.3.2021 14:12:09
CDR - 2750	2.4.2020	Purchase of business phones	M&S Clean Ltd.	Anna Lane	waiting for approval	1.3.2021 14:12:12
Mine after completion deadline						
CDR - 2831	5.9.2020	System setup	MJ Soft Ltd.	John Bean	assigned	20.6.2020 14:12:09
CDR - 2890	5.9.2020	Garden care	M&S Clean Ltd.	Robert Neuman	ordered	25.6.2020 14:36:16

Announcements

Network outages - IT department still working...	25.08.2020 19:30:08 01.09.2020 19:28:15	
Restaurant Hawaii - Menu from favorite restaurant...	25.08.2020 19:29:26 01.09.2020 19:28:16	
Painting a meeting room - Today will be a meeting...	25.08.2020 19:16:23 01.09.2020 19:36:46	

Planned work
a quick overview

Number	Title	Planned start	Planned end	Number of services
Others				
22	Preparation of meeting room	10.07.2020 11:20:41	19.07.2020 11:20:41	3

FROM DEAL TO INVOICE. EASILY.

Deal CDD-6 / CDESK00001: IT Service

| Basic information | Billing (5) | Budget summary | Archive of invoices (0) | Requests (1) | Tasks (0) | Fulfillments (0) | Objects | History |

Invoice

Billing item * Green, Ltd.

Work and fees ➕   ☐ *Archive*

	Id	Kind of work	Title	United price	VAT	Uninvoiced	Invoiced	Invoicing
	131	Work at hourly rate	HW Service	6.30 € / hrs.	20.00 %	12.20 hrs	12.20 hrs	12.20 hrs
	472	Work at hourly rate	SW Service	12.00 € / hrs.	20.00 %	8.50 hrs	8.50 hrs	8.50 hrs
➖	469	Regular fee ➕ Regular fee	Ordinary work during w. hours	1pcs. * 30.00 € + 0.00 € / hrs. (prepaid 30.00 hrs)	20.00 %	36.25 hrs	36.25 hrs	36.25 hrs
	471	Work at hourly rate	Preparing	10.00 € / hrs.	20.00 %	18.66 hrs	18.66 hrs	18.66 hrs
	470	Work at hourly rate	Internal testing	6.50 € / hrs.	20.00 %	39.26 hrs	39.26 hrs	39.26 hrs

Transport Rates   ☐ *Archive*

Id	Price for km	Price per hour	VAT	Invoicing	Validity
422	6.00 / km	0.00 / hrs	20.00 %	Including work / fee	8.50 hrs

Inventories linked to order   ☐ *Archive*

	Number of document	Name of issue card	Deal	Type of movement	Price including VAT	Invoiced	Created by	Created
➕	V-2020-00...						reen	18.08.2020

Together (and an a...

New stock card ✕

| Basic information | Categorization |

Basic information

Title * Keyboard
P/N 6.   CDESK code 003
Informative Unit Price 26   Measured unit * piece
Currency EUR   VAT 20%
Informative quantity (updated by import) 10   Last update 10.03.2021 18:11
Warranty (month.) 24
Active tab ✅
Note Low Profile Mechanical Keyboard
External ID 0026

💾 Save   ⬅ Back   🗑 Delete

WITH CDESK, YOU NEVER MISS ANYTHING YOU CAN GET MONEY FOR

Company makes profit if it can provide credible billing to all its services. Besides, the process from deal to invoice should be as quick and simple as possible.

CDESK will help you to achieve effective invoicing. In practice this means that you get money faster and with less effort.

And yes, CDESK can do it better than Excel.

Work → **Billing** → **Income**
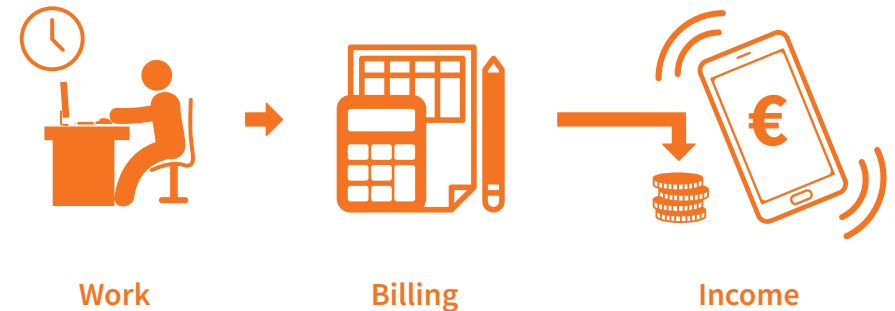
COSTS UNDER CONTROL

Internal plans will get light on the cost of human resources, the *external* will get under control the suppliers and *other items* will handle material, transportation and everything else. In the *records of real costs*, the plans face reality and you can see where you are losing money. In addition to that, you have order in related documents and clear, unquestionable documents for invoicing.

PLANNING PROCESS THAT MAKES PROFIT

Deal – request – task. The process whose success depends on good planning with three basic variables – time, resources, costs. CDESK provides you with tools that make the planning process significantly more efficient. You will get insight, order and relevant information for future decisions.
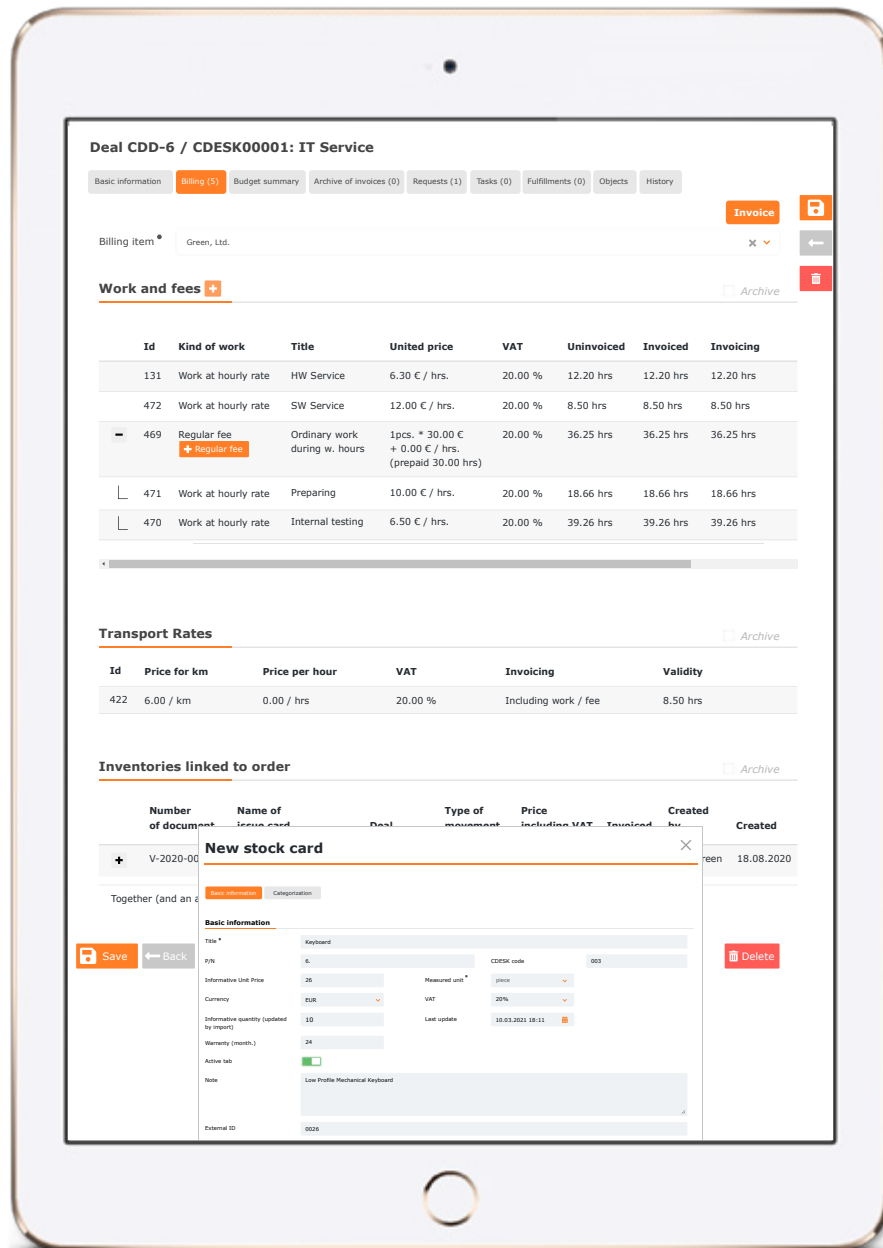
FROM REQUEST TO FULFILLMENT.
HIGH QUALITY ON TIME.

The customer is satisfied if his requests are fulfilled dutifully and on time. Do it efficiently and benefit from it.

ADVANCED SEARCH AND FILTERING

PRIORITY VIEW

Activate Priority view and you will instantly know which requests are pending and which did not meet the deadline.

EXPORT TO XLS

CATALOGUE OF REQUESTS

Create templates to speed up awarding of new requests.

CDESK®
Organized work makes profit

+Add

Search

English

John Green

CDESK / List of requests

List of requests
[Number of shown records 12 of the total 48]

Priority view

+ Add from catalog   + Add

CDESK navigation

Menu search

- Favorites
- Dashboard
- Address book
- Deals
- Requests
- Tasks
- Message processing
- CMDB
- Knowledge Base
- SLA/SLO

Search...

Search

x Status is open x +

	Number	Customer	Created by	Created	Request	Last modified	Modified	Attachm.	Priority	Status	Assignee	
Unassigned												
	2020-49	Whlale Ltd.	Josh Mey	02/28/20 11:56 AM	Update drivers	02/28/20 11:56 AM	Josh Moon		6 - longterm	received	Josh Moon	
	2020-16	Whlale Ltd.	Sam Norman	01/20/20 03:26 PM	Emergendy request	01/20/20 03:26 PM	John Green		6 - longterm	received	John Green	
+	2019-12	Whlale Ltd.	George Jones	12/18/19 10:47 PM	Hard disk replacement	12/18/19 10:47 PM	Aaron Grey		6 - longterm	received	Aaron Grey	
My waiting for a response												
	2020-49	Whlale Ltd.	Margot Tobie	02/28/20 11:56 AM	Install OS	02/28/20 11:56 AM	Margot Tobie		6 - longterm	assigned	Margot Tobie	
My												
	2020-49	Whlale Ltd.	Andy Miller	02/28/20 11:56 AM	Support Support	02/28/20 11:56 AM	Jane Watson		6 - longterm	assigned	Jane Watson	
	2020-52	Whlale Ltd.	John Green	02/28/20 11:56 AM	Update antivirus	02/28/20 11:56 AM	Andy Miller		6 - longterm	assigned	Andy Miller	
+	2020-51	Whlale Ltd.	David Norris	02/28/20 11:56 AM	Death pixels on screen	02/28/20 11:56 AM	John Green		3 - standard	assigned	John Green	
	2020-50	Whlale Ltd.	Margot Tobie	02/28/20 11:56 AM	New mouse	02/28/20 11:56 AM	David Norris		6 - longterm	assigned	David Norris	
+	2020-26	Whlale Ltd.	George Jones	02/28/20 11:56 AM	Termination of employm... employee	02/28/20 11:56 AM	Tim Hawk		3 - standard	assigned	Tim Hawk	
+	2020-16	Whlale Ltd.	Andy Miller	02/28/20 11:56 AM	Computer repair Computer repair	02/28/20 11:56 AM	Filip Moon		2 -urgent (SMS)	assigned	Filip Moon	
My others												
	2020-49	Whlale Ltd.	Jane Watson	02/28/20 11:56 AM	Internet connection	02/28/20 11:56 AM	Sam Wheel		3 - standard	assigned	Sam Wheel	
	2020-52	Whlale Ltd.	Tim Hawk	02/28/20 11:56 AM	Computer RAM replace...	02/28/20 11:56 AM	Walter Draw		6 - longterm	assigned	Walter Draw	

XLS

Previous 1 2 3 ... Next

CONFIGURE YOUR DATABASE WITHOUT THE NEED FOR A PROGRAMMER…

…CONFIGURE APPROVAL PROCESSES AS WELL.

THEN OTHER MODULES IN CDESK.

SLA – SERVICE LEVEL AGREEMENT

Capture the times within which the service is performed stricter than it follows from parent objects.

SCHEDULED WORK

Register to each object when it is going to be put out of operation, for instance because of repairs.

CONNECTIONS

Create logical units that make sense and are necessary when providing a service.

REGULAR REQUESTS

If the object requires regular inspections, repairs or replacements, the system will remind you.

CLARITY

User is informed about what is in the process of approval.

COLLECTIVE APPROVAL

Make the approval process simpler. Approve or reject all your steps at once.

CI Object

Approval process

TRANSLATION OF TITLES AND DESCRIPTIONS

Make your database available in the language of foreign users.

CUSTOM PROPERTIES

Define properties that correspond with given object. From simple parameters, such as number and text, to the complex, combined properties.
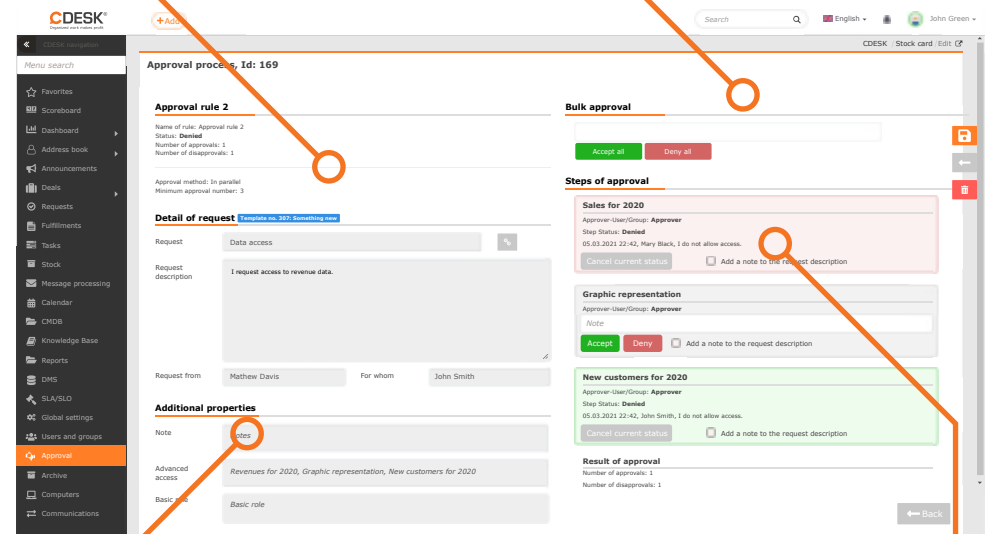
ATTRIBUTES

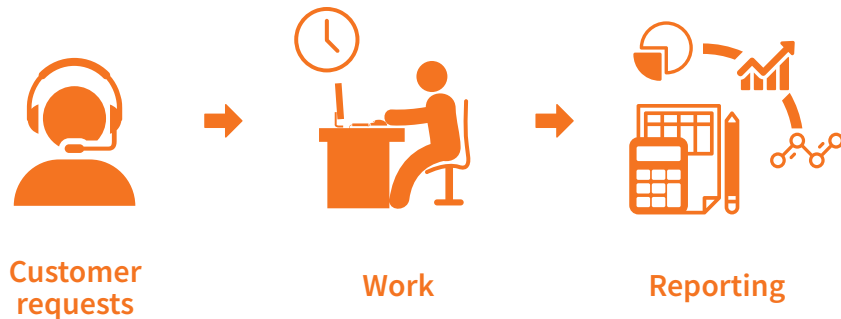Input parameters according to which the approval process is generated.

STEPS OF APPROVAL

Keep a track of who and when approved or rejected something or has not yet expressed his view.
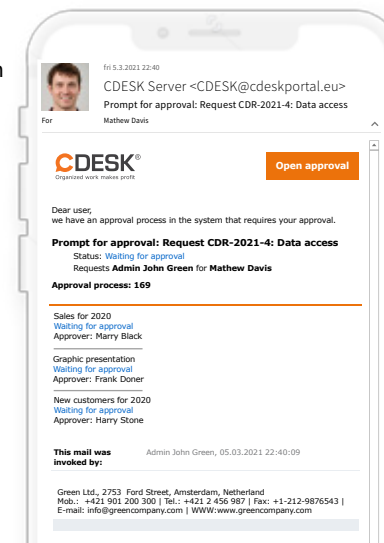
COMPLETE HELPDESK WITH INTEGRATED SLA

CDESK increases the chances of high-quality, long-term and profitable cooperation with your customers.

Customer requests → **Work** → **Reporting**

MANAGE EFFICIENTLY THE WORKFLOW OF YOUR BUSINESS AND SUPPORTING ACTIVITIES

In one place, no matter where you are. Measure time from the first response to final solution (SLA) and monitor customer satisfaction levels. Distribute tasks to individuals or groups. You will always be in control of the status of solution and communication. Compliance with ITIL is an added value for IT companies.

STRONG TOOLS FOR A STRONG EFFECT

KNOWLEDGE BASE

Strong base of information, know-how and documents. In one place, always accessible exactly as you want.

CMDB OBJECT DATABASE

Customers, devices, consumables, locations, vehicles and any other objects, their parameters and relations. Order, clarity, flexibility.

READY FOR GDPR

CDESK allows you to work with personal data in accordance with the EU regulation known as GDPR (General Data Protection Regulation), effective from the 25th May 2018. CDESK 3 has new functions that provide significant help while addressing GDPR issues.

CUSTOMER MONITOR
IT monitoring and management tool

CUSTOMER MONITOR

Integration with monitoring tool and IT management. www.customermonitor.sk

RIGHT THINGS IN THE RIGHT WAY

CDESK creates conditions for quality management and gain of competitive advantage. For every service provider.



WATCH THE VIDEO ON: WWW.CDESK.SK

The basis is a perfect management of the fragile relation between a company and its customer. CDESK brings a system to this relation and provides management with a strategic advantage on two levels:

1.RIGHT THINGS

You get relevant information about efficiency of each service provided. Besides, CDESK helps you to collect, store and analyse the feedback from customers. You can thus focus on the **right things** – on service providing that is for you the most advantageous strategy.

2. IN THE RIGHT WAY

CDESK works as a smart administrator of entire process of service providing, from making a request to delivery. All the relevant parameters are clearly displayed. You manage tasks and resources to fulfil them directly in the system. From the director's perspective you can see who does what and when. In addition to that, you can easily get credible billing documentation. In other words, you do things **in the right way**.
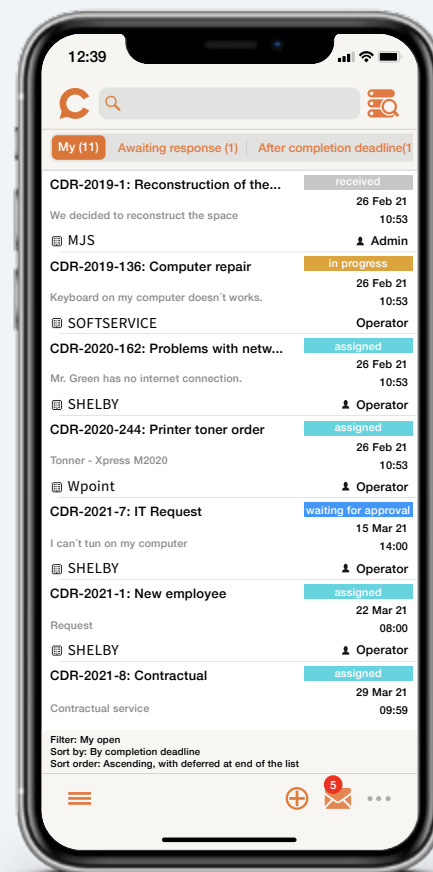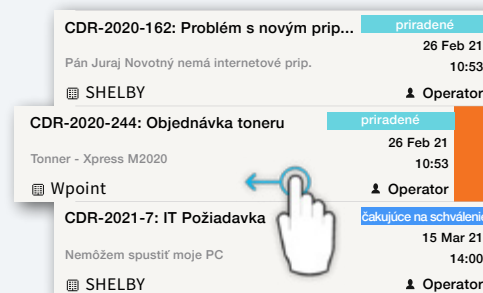
HAVE CDESK WITH YOU ANYTIME AND ANYWHERE IN YOUR SMARTPHONE

OVERVIEW OF THE MOBILE APPLICATION FEATURES
The mobile application allows you to access CDESK from your mobile smartphone on Android and iOS platforms.

- Assignment of new cases on customers
- Working with requests (creating, editing), setting deadlines
- Immediate assignment of fulfillments – records of work done
- Synchronization of CDESK Calendar with Exchange/Google Calendar
- The CDESK notification is displayed directly in the system's top notification bar
- Deals integrated in the mobile application
- Dates by extended SLAs and connection to CMDB database
- Possible to insert photo as an attachment to the request directly from the camera or phone gallery

FULLY FUNCTIONAL EVEN IN OFFLINE MODE
If you are offline, the changes you make will only be updated when the device is connected to the network.

- Make changes offline as well – they will be updated when connected to the network
- Synchronization of CDESK Calendar
- Manage the life cycle of tasks – change dates, status, etc.
- Record fulfillments and work done immediately
- Notification is integrated in the operating system of the smartphone

We support progressive sport

CDESK®
SLOVAK CHAMPIONSHIP
IN SQUASH 2019