Fast Track Help Desk can have a low start-up cost, and is a fully-scalable solution for logging, managing and resolving issues. Fast Track Help Desk fully integrates Fast Track PPM, which manages planned and cyclical tasks. Powerful, scalable and user-friendly call logging management is here.

Fast Track Help Desk allows your organisation to:

- Log calls in a matter of seconds
- Centrally manage and issue Jobs
- Reduce costs and the staff time needed to manage your Help Desk
- Provide a faster delivery of service and increase customer service
- Reduce errors throughout the entire support process
- Maintain control over the communications, responsibilities and accountability
- Empower staff and increase levels of satisfaction
- Use powerful reporting functions for better managerial decisions

Call Logging
Call logging has never been simpler. Fast Track Help Desk can record information within seconds as all predictable information is selected from drop-down lists and caller details are retrieved from the background data.

A description of the issue can be entered and saved against the job or can be chosen from a list of common problems (allowing a savings in staff time). Both public and private notes can also be logged.

Service Level Agreement hourly allowances for response, containment, and completion of jobs are automatically applied to jobs, and are based on a matrix of work type, location and customer.

Work Monitoring
With all details available at a click, users update job statuses in the Work Monitor. Traffic-lighting is used to show different statuses, and escalation and jeopardy. Jobs can be filtered to compare similar, recent calls, with a single click: by a certain caller or customer, a certain work type, a specific building or a particular contractor.

Records are kept in an audit trail of when jobs were responded to, when they were contained and when they were completed.

Automatic Email & Attachments
Fast Track Help Desk can automatically email Job confirmations to any combination of Caller, Call Logger, Building Manager and Service Provider. Attachments can be added to emails, for example equipment maintenance manuals, Health & Safety Guidelines, Risk Assessments, etc.

Parts, Labour, Misc. Items, Stock Control
The Work Monitor tabs also manage an extensive array of resources, which include record of all parts used on a job and which store they were taken from. Any miscellaneous materials used can also be saved, including quantities and costs (can also be driven by a Schedule of Rates). The contractor staff and employees who worked on each job are chosen, and their
standard and overtime hours are logged. The system automatically calculates the cost of labour, parts and miscellaneous materials, and also a total cost.

Stock levels and inventory are automatically updated with every transaction. Fast Track Help Desk operates real time stock control so users can see inventory numbers fall after a job and rise once a delivery has been. Asset Readings and User Satisfaction round out the job details.

**Advanced Invoicing**

Fast Track Help Desk will calculate the total cost for a job, including labour, parts and materials used and will automatically creates invoices to issue to customers.

Statistics on costs and invoices are held and updated within the system. Users can see the number of completed and closed jobs which have costs along with the number of invoices pending and a running total value of pending invoices.

**WEB Access**

Fast Track Help Desk can be used as a Windows program, a Web browser application, or both. The Web version can be used to provide access for remote workers, contractors, and end-user customers. Web access can also be used in home-working and disaster recovery situations.

**Smartphone Access**

When real-time engineer job updates are required to make the Fast Track Help Desk data a true reflection of the management of assets, job instructions can be issued to engineers by Fast Track Mobile on iPhone and Android. Responses and updates to work are provided via the easy-to-use, “big button” interface on Android and iPhone smartphones. Customer signatures can also be captured. The smartphone app works even when there is no WiFi or 3G signal.

**SLA & KPI Analysis**

Fast Track Help Desk assists in analysing contractual compliance using Service Level Agreements (SLAs) and Key Performance Indicators (KPI’s), based on allowable hours for the response, containment and completion phases.

Many performance measurement and analysis reports are provided. Management information is easily accessible and managers can accurately plan for resources based upon past performance. Contract specification can be tightened as costs are controlled. Reporting tools enable users to build their own reports and EXPORT them to a variety of formats including EXCEL.

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**Find Out More**

Fast Track Help Desk’s mechanisms are broadly-scoped, being driven by the requirements of customers: to find out how it can provide an integrated solution to your help desk requirements, contact Fast Track Automation or an official partner.

www.FastTrackAutomation.com