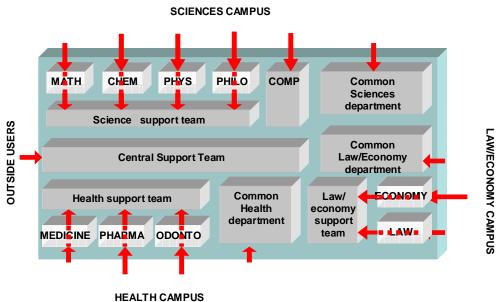
User support at establishment-level



Customized vision of the helpdesk

Based on user profiles and locations

Complete helpdesk platform

Journal

For local users (authenticated by CAS or LDAP)

For outside users (email authentication)

Departments

Administration

Preferences

Faster resolution of user issues

Automatic assignment of tickets to managers Simplified and customizable ticket input

A unique and identified speaker

Possible confidentiality of exchanges

Knowledge database

Full-text indexation of the tickets Advanced search interface

Internationalized interface

High level of customization

Priority management

Delegation of ticket management

Real-time information

Customizable email alerts (priority, events...)

FAQ manager

An ergonomic interface for everyone

Welcome

Control panel									
ac	ld a new tic	:ket		🐐 Tickets [21 -40] of	refresh	mark all as read			
		Depar	tment: all	Status: any Involvement: any	/			▼ Page size: 20 ▼	
	# 🛕	Dept▽	Category 🔻	Subject _▼	Status 🛕	Priority 🛕	Creation 🛕	Owner _▼	Manager√
 	14365	CRI Centre	Conseil	impressions	closed	NORMAL	09:46	Agnes Besin-Toulemonde	Colette Tanguy
▶	14364	CRI Beaulieu	Dépannage	Dysfonctionnement du poste de travail	in progress	HIGH	Thursday 19:04	Alexandre Bondi	Pascal Gentil
 	14363	CRI central	Applications	acces Nabuco Question/problème Nabuco	in progress	HIGHEST	Thursday 17:46	Sylvane Theunis-Viaud	Monique Thomas
 	14362	CRI central	Attribution des @ IP	Modif prise	approved	NORMAL	Thursday 17:07	Pierre Wilpotte	Christian Couepel
 	14361	CRI central	Applications	Astre	free	NORMAL	Thursday 16:59	Liliane Trepos-Le Du	
 	14360	CRI central	Attribution des @ IP	dhcp, dns	closed	NORMAL	Thursday 16:25	Gwenole Hignet	Christian Couepel
 	14359	CRI central	Attribution des @ IP	dhcp, dns	approved	NORMAL	Thursday 16:22	Gwenole Hignet	Christian Couepel
 	14358	CRI central	Applications	partages.univ-rennes1.fr (WebDav)	free	HIGHEST	Thursday 16:19	Eric Hitti	
	14357	CRI central	Applications	Nabucoweb : pb telechargement	in progress	NORMAL	Thursday 16:09	Michele Guezou	Monique Thomas
 	14356	CRI central	Attribution des @ IP	Installation d'un poste fixe	closed	NORMAL	Thursday 15:47	Olivier Tougait	Christian Couepel
 	14355	CRI central	Messagerie	adresse messagerie	closed	NORMAL	Thursday 15:47	Michaelle Rakotomanga	Martine James
 	14354	CRI Sante	Dépannage	virus W2000 PRO	free	NORMAL	Thursday 15:41	Jacques-Olivier Houen-Fa []	
 	14353	CRI Sante	Dépannage	Modem en panne ?	free	NORMAL	Thursday 15:37	Thie rry Lamy De La Chape []	
 	14352	CRI Sante	Conseil	achat de serveur pour imprimante	approved	NORMAL	Thursday 15:36	Sabrina Djemmali	
 	14351	CRI Sante	Autres	connexion en réseau	approved	NORMAL	Thursday 15:33	Sabrina Djemmali	Gwenole Hignet
 	14350	CRI Beaulieu	Dépannage	MSDN AA	closed	NORMAL	Thursday 15:29	Alexandre Sinet	Irene Pennaneac'H
 	14349	CRI central	Applications	Question/problème Nabuco	closed	NORMAL	Thursday 15:19	Gentiane Deslandes	Monique Thomas
 	14348	CRI Centre	Installation Windows	Pb imprimante T420	in progress	NORMAL	Thursday 14:54	Sandrine Carre	Herve Orain
 	14347	CRI Centre	Dépannage	problèmes de reception	closed	NORMAL	Thursday 14:46	Assamoua Meresso	Colette Tanguy
 	14346	CRI Sante	Dépannage	problème d'enregistrement sur le disque []	approved	HIGH	Thursday 14:24	Sophie Martinais	Gwenole Hignet
	# 🛕	Dept▼	Category _▼	Subject♥	Status 🛕	Priority 🛕	Creation 🛕	Owner _▼	Manager▼
ac	dd a new tio	ket		♠ Tickets [21 -40] of 12381 ♠					mark all as read

http://helpdesk-demo.esup-portail.org

Open-source free software / collaborative development

Based on standards only

Spring, JSF, Hibernate, Xalan/Xerces, Lucene, Axis, ...

Complete integration within the Information System

Single Sign-On (CAS) LDAP user searches uPortal attribute retrieval

100%

Can be deployed as either a portlet (in a portal) or a servlet (stand-alone application)

Version 3 available in 2007 February

http://esup-helpdesk.sourceforge.net

