

# BOSS Support Central – Self Service Portal

## On-Premise IT Service Management



### BOSS Support Central Self Service Portal

BOSS Support Central provide a better user experience by making it extremely easy for users to select, enter, track and if necessary approve service requests. The self-service web portal is easy to use and when combined with the knowledge base can significantly improve efficiency of IT service delivery. Features such as custom forms, single sign on, and password reset both improve efficiency and customer satisfaction.

#### BOSS Support Central Self Service Portal Benefits

##### Improved Efficiency by Providing Easy Access to User Data

Response time is reduced as technicians have direct access to all user details and contact information.

##### Reduced Cost and Improved User Satisfaction

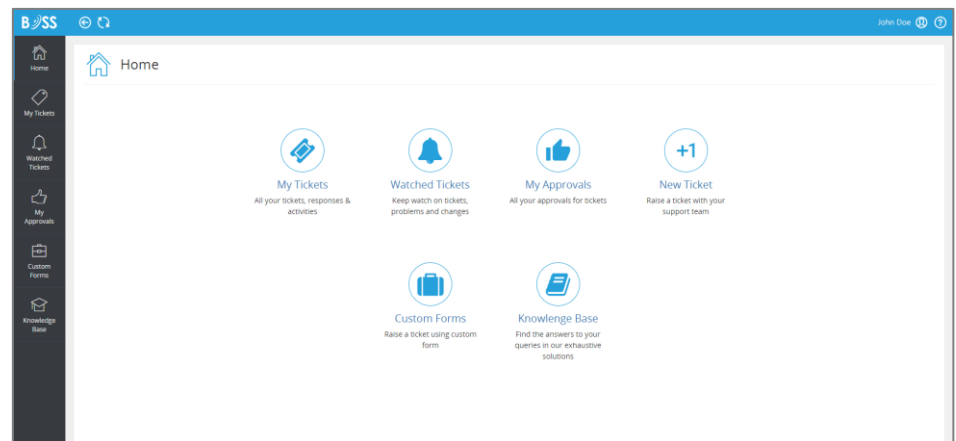
With many easy and efficient ways to enter and track requests including the online Service Catalog or via email to ticket, user satisfaction is improved and service costs reduced.

##### Improved Security through Definition of Roles

Security is enhanced as access to restricted data and reports is controlled by the roles and responsibilities specified for each user of the system.

#### SELF SERVICE WEB PORTAL

The self-service web portal is an easy to use interface, and helps users launch services requests, manage incidents, and access vital information on line. This speeds up ticket creation and minimizes errors. Custom Forms can be created to meet the needs of various user groups and can be customized for many organizational needs like Facilities Management, HR, Purchase requests and Employee Onboarding. Any approvals required by the user are also displayed on the user portal screen.



#### KNOWLEDGE BASE

The knowledge base allows end users to get instant answers whenever they need it. Technical information and documentation, can be shared along with product tutorials, answers to frequently asked questions, and other tips in a single convenient place. The knowledge base will not only will improve resolution times but will also reduce ticket volume. The knowledge base section is administered by technicians but users can indicate whether the tip was helpful or not.



## BOSS Support Central Features

### TICKET MANAGEMENT



Comprehensive solution for managing the lifecycle of Help Desk tickets

### ASSET MANAGEMENT



Total visibility and control to manage all types of assets across the service lifecycle

### DASHBOARD & REPORTS



Comprehensive reporting capability that enables effective service management.

### SELF SERVICE PORTAL



Provides easy access for users to report incidents and request

### MOBILE APPS



Technicians can update their work orders and track

### CONFIGURATION & TOOLS



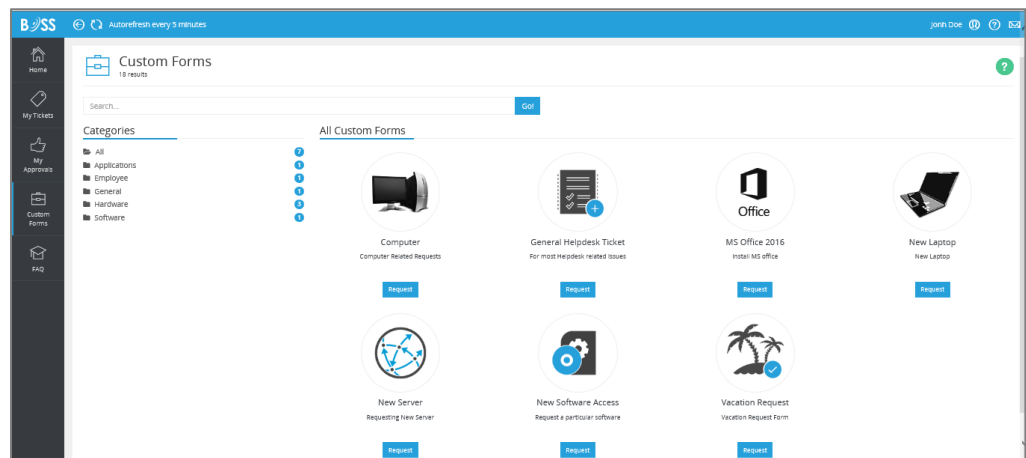
Interface and tools that can provision & manage the IT

### SINGLE SIGN ON AND PASSWORD RESET

Using Active Directory credentials, single sign on allows users to access BOSS Support Central without requiring a separate sign-on. Should users change their password in Active Directory then the password will also be changed in BOSS Support Central. The Password Reset capability simplifies and secures the password reset process for end users. This will reduce calls to your Service Desk and let users reset their own passwords through a series of security questions.

### CUSTOM FORMS

Custom Forms allows you to create a simple visual user interface making it very easy for users to launch services requests and access vital information that speeds up ticket creation and minimizes errors. Custom Forms can be created to meet the needs of each category of users. BOSS Professional Services can build the forms based on requirements, or customers can build custom forms using a fully documented API.



### ROLES AND PERMISSIONS

User permissions are important to make sure that users only get access to the features and capabilities that they need. Different permissions can be established for different classes of users, and BOSS Support Central allows any number of roles to be defined with customizable privileges. Change Management controls the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.

### IMPORTING USER INFORMATION

All user information can be imported from Active Directory and the information is displayed on the User Screen. Information can include standard fields for all typical contact details and Custom Fields can be specified to meet the requirements of the business. Roles can be specified for each user and users can also be included in various user groups.

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