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.
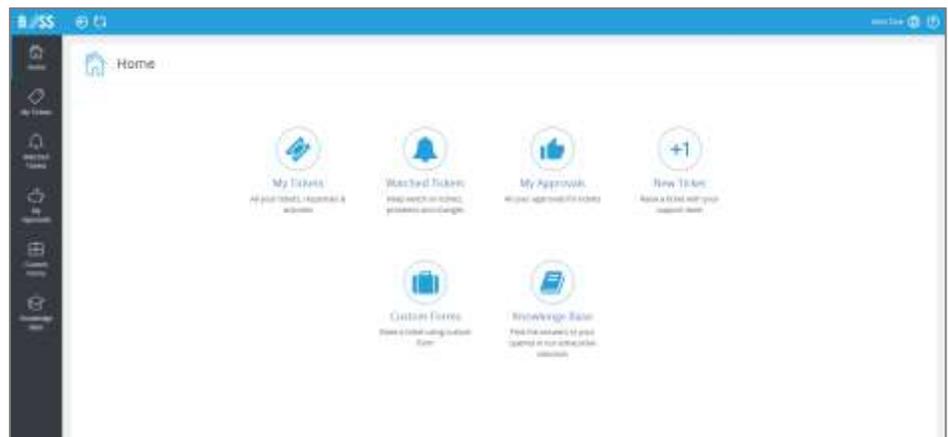
KNOWLEDGE BASE

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

INCIDENT MANAGEMENT

Comprehensive ticket management solution for managing incidents

PROBLEM MANAGEMENT

Find the root causes and prevent problems from impacting business

CHANGE MANAGEMENT

Understand and minimize risks of changes to the IT environment

ASSET MANAGEMENT

Manage all types of assets across the service lifecycle

SERVICE CATALOG

Easy for users to enter requests and for admins to customize

DASHBOARD &REPORTS

Reporting capability that enables effective service management.

SELF SERVICE PORTAL

Provides easy access for users to report incidents and request services.

MOBILE APPS

Technicians can update their work orders and track assets remotely

CONFIGURATION & TOOLS

Interface and tools that can provision & manage the IT environment.

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.

CREATING CUSTOM FORMS WITH SERVICE CATALOG

Service Catalog allows you to create custom forms making it very easy for users to launch services requests and access vital information. Custom Forms can be created to meet the needs of each category of users and speeds up ticket creation and minimizes errors.
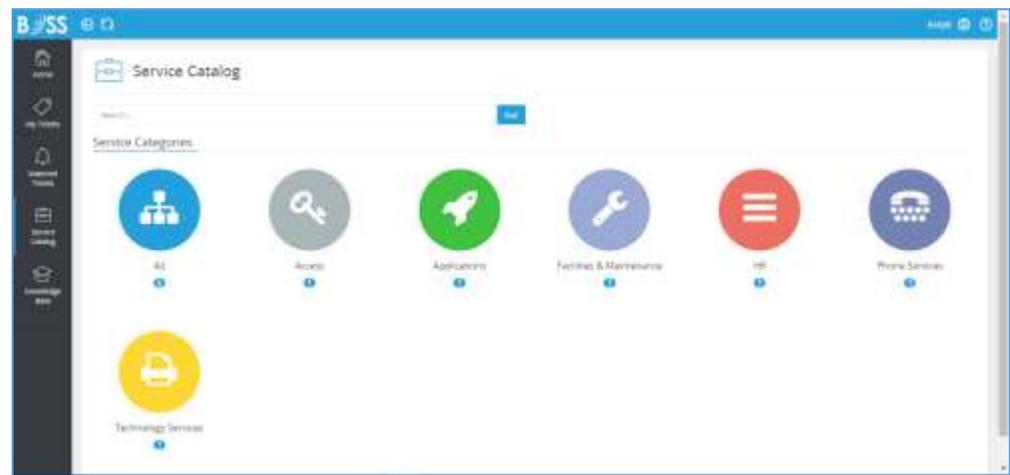
ROLES AND PERMISSIONS

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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