

# BOSSDesk – Mobile Apps

Service Management on the Cloud and On-Premise



## BOSSDesk Mobile Apps

The Mobile Application is available for IOS (iPhone and iPad) and Android based Smartphones and Tablets. Administrators and technicians can both access and manage assets and add or update tickets, add notes and perform bulk actions from mobile devices. Save time and costs by allowing your mobile help desk technicians to update their work orders and enter new ones while on the go. Technicians can provide great service to your users, resolve pending issues and keep up with their work without having to go back to their desk.

### BOSSDesk Mobile App Benefits

#### Improved Inventory Control through Remote Scanning and Bar Coding

The Mobile App can scan custom Barcodes that can be aligned with internal control numbers to significantly improve inventory tracking and control

#### Tracking Tickets Remotely Can Improve Responsiveness and Efficiency

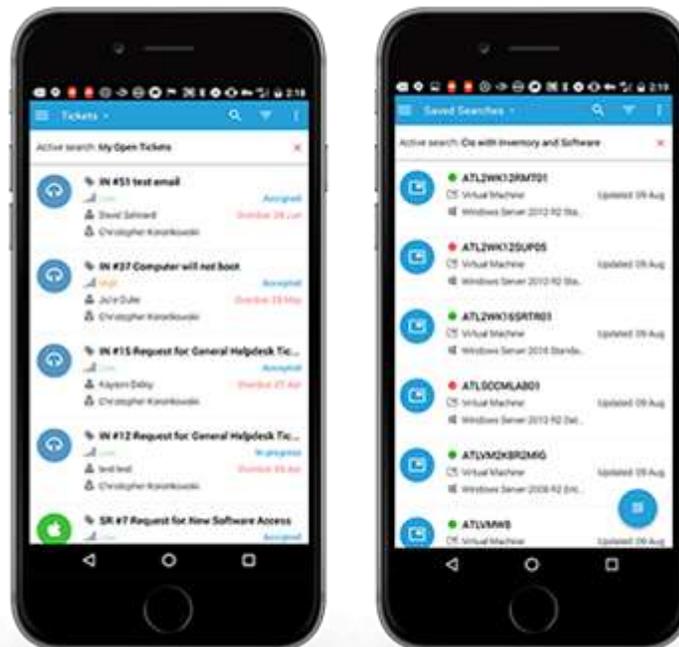
Tickets can be viewed, updated, reassigned and closed from a Mobile Device thereby improving efficiency, user satisfaction and overall productivity.

#### Asset Location Tracking Provides Enhanced Asset Tracking Visibility

Asset tracking across multiple locations is both simplified and provides greater control of inventory

### CREATING, UPDATING AND TRACKING TICKETS

Access and manage tickets from smart mobile devices. Your service technicians can now use their smartphone to handle tickets on the go. BOSSDesk provides an intuitive mobile interface for you to access your tickets, update, reassign and close them right from your smart phone. Do a quick search on history, look up asset related tickets or place an external call to the user right from the smartphone at the click of a button. This improves efficiency, user satisfaction and overall productivity.



## BOSSDesk 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.

## ADDING AND MANAGING ASSETS

With the Mobile Application, customers can authenticate assets, look up existing assets, and add new assets to the CMDB. An Asset name can be entered using the keyboard or by scanning a unique bar code representing an Asset with your mobile device. With the powerful search feature you can look up Assets in the database based on Asset Name. You can also add assets and update asset info from where you are.

## ASSET TAGGING VIA BARCODE OR QR CODE

Use Mobile Apps to manage the life-cycle of your assets. Scan a bar-code from anywhere with your smart phone or tablet and get instant access to information from the CMDB. Track movement of assets, update location info, status and other attributes. When you receive a new shipment, add new assets to the CMDB by scanning the bar-code. Create tickets or report incidents from your Smartphone for any asset activity.



## ASSET LOCATION TRACKING

Know where your assets are at any point in time. Track by location of your assets using the BOSS Mobile App. Important asset details like the actual physical address of the asset, number of assets in each location, type of assets are displayed for convenient location tracking. Never lose track of your assets whether they are moved, added or decommissioned.



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