



## REORGANIZE YOUR TECH SUPPORT

### COMPONENTS OF DISCOVERY ADVANTAGE

TOOLS	CAPABILITIES
System for reporting incidents and requests	Users can enter the system through your website, e-mail, or through the help icon, active on each PC that has a Discovery license installed. Option for creating cases by phone or other means.
Self-service	Phone service burden is reduced through the use of the help icon installed in every computer. Users can: <ol style="list-style-type: none"> <li>1. Report a case – a request form is created</li> <li>2. How is the solution going? – Allows online tracking for cases already reported.</li> <li>3. Possible solutions – Allows online access to knowledge database.</li> <li>4. Change users – Allows users to place requests for cases for other users or computers.</li> <li>5. Take screenshots – Saves the screen image that can be attached to the case.</li> <li>6. Take screenshot of few colors – Saves a low-resolution screenshot.</li> <li>7. Record videos – Allows users to record screen videos using our video format. Help – Instructions for the self-services system</li> </ol>
Webpage	Users can also access the self-service system through your webpage using their previously registered usernames and passwords, or by synchronizing such data with the Active Directory.
Categorization	Obtain a precise case classification. Configure up to 7 subcategories defining the topics for different branches of technology and other areas.
Priority	Prioritize attention to advisors taking into account the inherent impact and urgency of each case.
Schedules and calendars	Identify workdays and non-working days applied to calendars personalized according to the conditions of each project.
Knowledge Base	Save time and energy. Ensure quality care, documenting solutions and creating your own knowledge base. Documentation separated by user's language and technical language. Any type of files, text, html, videos, images, and others file types can be added to it.
Service Level Agreements	Service level agreements are stipulated according to parameters such as the wait time for reestablishing service, care groups, escalation system and the maximum percentage of time that each group can devote on reestablishing service.
Online Notifications	Informed users at all times. Users are automatically notified by the system when an advisor begins the attention, enters new actions or closes the case. They can also add additional new information and comments to the cases.
Service Ratings	Get the online ratings for each resolved case. Users have the ability to rate each closed case and even request revisions or the reopening of the case for the reasons described online.
Dashboard	Information for monitoring. Multiple graphical gauges for managing the key indicators that measure the trends, health and status of the service.
Reports	Number of incidents, solution times, meeting SLA's, cases by priority and service ratings, among others. Plus, a complete application for the generation of reports that allows the creation of reports, queries and indicators to measure, evaluate and improve the management of the service desk.

- A set of simple, secure and efficient tools
- Flexible. Easy to implement.
- Minimum consumption
- Reliable and on time results

The area of technology can be overwhelmed by factors such as:

- Bottlenecks in the service because of countless support requests.
- User complaints for unattended, lost or abandoned cases.
- Users unskilled in the use of technology that request every case as being urgent.
- Cases prioritized more by the user's wants than by business priority.
- Support staff being constantly busy
- Quick rotation of the support staff.

The Discovery ServiceDesk quickly organizes the tech support, directing all requests and attention through a single-point solution aligned with ITIL and Best Practices.

An application that centralizes all information and organizes cases in order of importance for the business.

Service groups comprehend their allocated moment to participate and identify who is the appropriate support when escalating the case.

Knowledge bases assist users and support groups in following the steps of successful solutions that have already been proven, saving them time and effort.

Users are provided with a system for tracking their cases and online communication that notifies the user of any updates or the closing of the case along with the opportunity to rate the service received.

Discovery ServiceDesk, an essential tool for business that shortens solution times, reorganizes support and leads to the reduction of incidents.

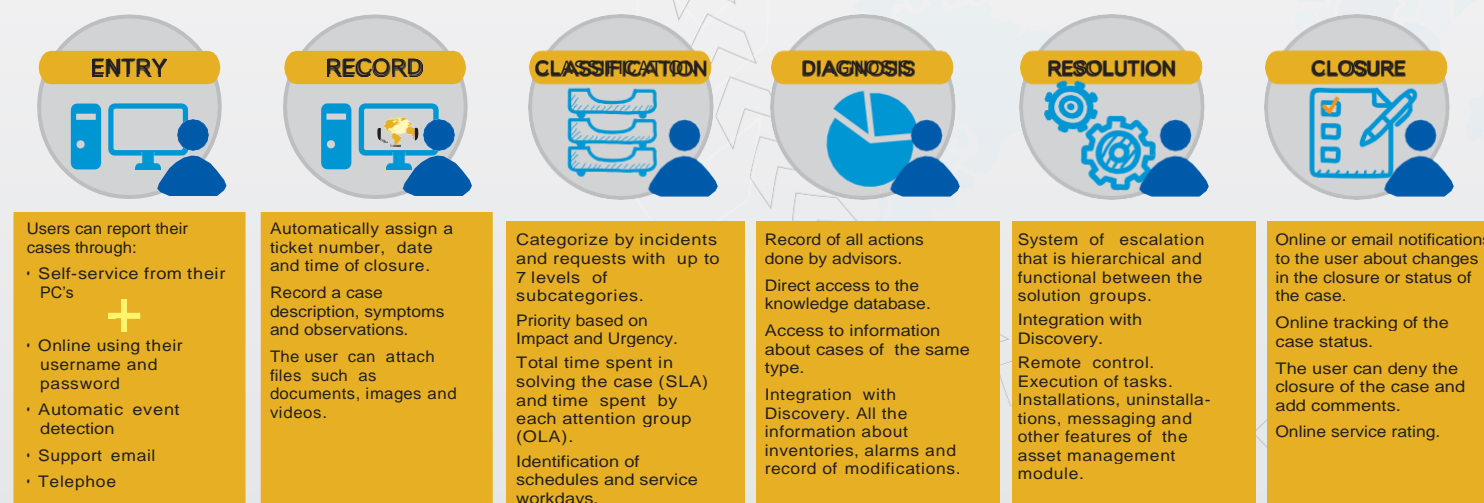
The result; customers and users perceive a complete, organized, agile, and personalized service.

# How it works

Quickly install the server portion of Discovery ServiceDesk, connect to the selected database engine, activate the webpage for users and ServiceDesk will be ready to use with the default configuration. If you need a different service model than the default one, Discovery allows you to define:

1. **Attention groups.** Create groups based on profiles and specialties, create advisors and assign them to each group according to their responsibility.
2. **Schedules and Calendars.** Create different calendars for workdays and as many schedules for service as the project requires.
3. **Topic Trees.** Allows you to describe your services and components in detail with up to 7 categories and subcategories.
4. **Allocations.** Allows you to design the path of service between the different support groups.
5. **SLA – Service Level Agreements.** Define the agreed upon solution time for cases. Allows for writing general agreements and exceptions to the level of detail and complexity as required by the project.
6. **Knowledge Database.** Document the standard procedures that allow you to maintain the quality of care, log of the techniques used to successfully solve the most common cases and convert your consultants' knowledge into a valuable IT asset.
7. **Reports and Dashboards.** By default, Discovery creates the reports most frequently used by service desks plus a powerful application for creating custom queries and dashboards.

Following the completion of the configuration, Discovery ServiceDesk will be ready to control every stage of the lifecycle of incidents and service requests, from entry to closure and rating. Afterwards, the default or personalized reports and metrics inform you of the state of the service desk, trends in care, and the satisfaction levels of your clients and users.



## COMPLETE YOUR MANAGEMENT STRATEGY



<< Efficient support, satisfied users >>

Get the ServiceDesk Discovery module for a complete care of incidents and requests. Users get a streamlined system for reporting incidents or requests having full control from the beginning to the end of the support call until it is closed and the rating is received. With this integration prioritize care, streamline service and reduce solution times. The most current inventory information, changes in computer configurations and tools for remote assistance, all in one unique interface.



<< User control outside of the corporate network >>

Provide prompt support even if your users become disconnected from the corporate network. A model designed for the care of travelling users, multiple locations and remote sites with internet connection. No matter what part of the world they are in, users receive the full immediate support and control of the inventory, the configuration changes, and the equipment use policies is maintained. Applied to Service Desk, Global enables all the self-service features on the user's equipment through the internet.

## COMPATIBLE OPERATING SYSTEMS

### For the Discovery Agent

- (32 y 64 bits): Windows 98 / XP / Vista / 7 / 8 / 8.1 / 10. Server 2003 +R2 / 2008 +R2 / 2012 +R2 / 2016. Mobile 8 / 8.1 / 10.
- Linux Ubuntu 10.04 above. Red Hat Enterprise Linux 5 & above. Centos 5 & above. Fedora 11 & above. Debian 5 & above. Open Suse 11 & above.
- MAC – OS version 10.6 - 10.13 & above.
- Android version 2.33 & above.

### For the Discovery Server

- Windows 2008 +R2 / 2012 +R2 / 2016 (32 y 64 bits).
- Internet Explorer 6 & above.

### For the Database

- Microsoft SQL Server 2005 - 2017
- Oracle 10.X / 11.X / 12.X

### For the browsers

- Internet Explorer / Mozilla Firefox / Chrome / Opera

### For the APPs

- Play Store - Google / App Store - Apple

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