

Service challenges increase as your business grows. Meeting those challenges while delivering competent services to your customers demands self-help portals that are easy to find, select and initiate action.

Service Catalog

Each service within a Service Catalog typically includes:

- A description of the service
- Timeframes or service level agreement for fulfilling the service
- Who is entitled to request/view the service
 - Costs (if any)
- How to fulfill the service
- Segment Membership



Features

MOBILE NOW

Service Offerings and Configuration Items

In the same way that Service Offerings can be linked to customer Workgroups to define service entitlement for requesters, **Service Offerings can also be linked to individual Configuration Items or Assets to indicate service entitlement for that configuration item.**

When a CI is linked to a ticket with a CTI associated with a Service Offering, the search screens to locate the CIs to link to the ticket will only display configuration items entitled to the service.

Configuration Items can be linked to Service Offerings from the CMDDB... Configure CI Services menu or on the Services tab on the Configuration Item record.

Service Offerings and the Requester Console

Service Offerings are also used to segment the types of new tickets that an end user can create through the Requester Console into different Service Areas. Any CTI records made available to end users must also be linked to a Service Offering or they will not appear in the list of tickets available to end users in the Requester Console.

e-ServiceSuite™ Interface

The e-ServiceSuite™ User Interface (UI) offers convenient Service Catalog set-up and selection options for employees and customers.

TIMECARD MANAGEMENT

- Permission based
- Easily link timecard entries to job sites
- Validate expense claims with attached receipt for reimbursement
- Multiple-level approval processes to validate completed data submitted to accounting
- Input and monitor mileage reimbursement
- Easily manage timecards for individuals or groups of individuals
- Time recorded can be viewed by the individual concerned, or by the project
- Secure application data storage
- Multiple servers maintained in a Tier-3 data center
- Metric reporting selections by individual, group or by job site
- Office application integration: Word, Excel and Adobe Acrobat (PDF)



Customization

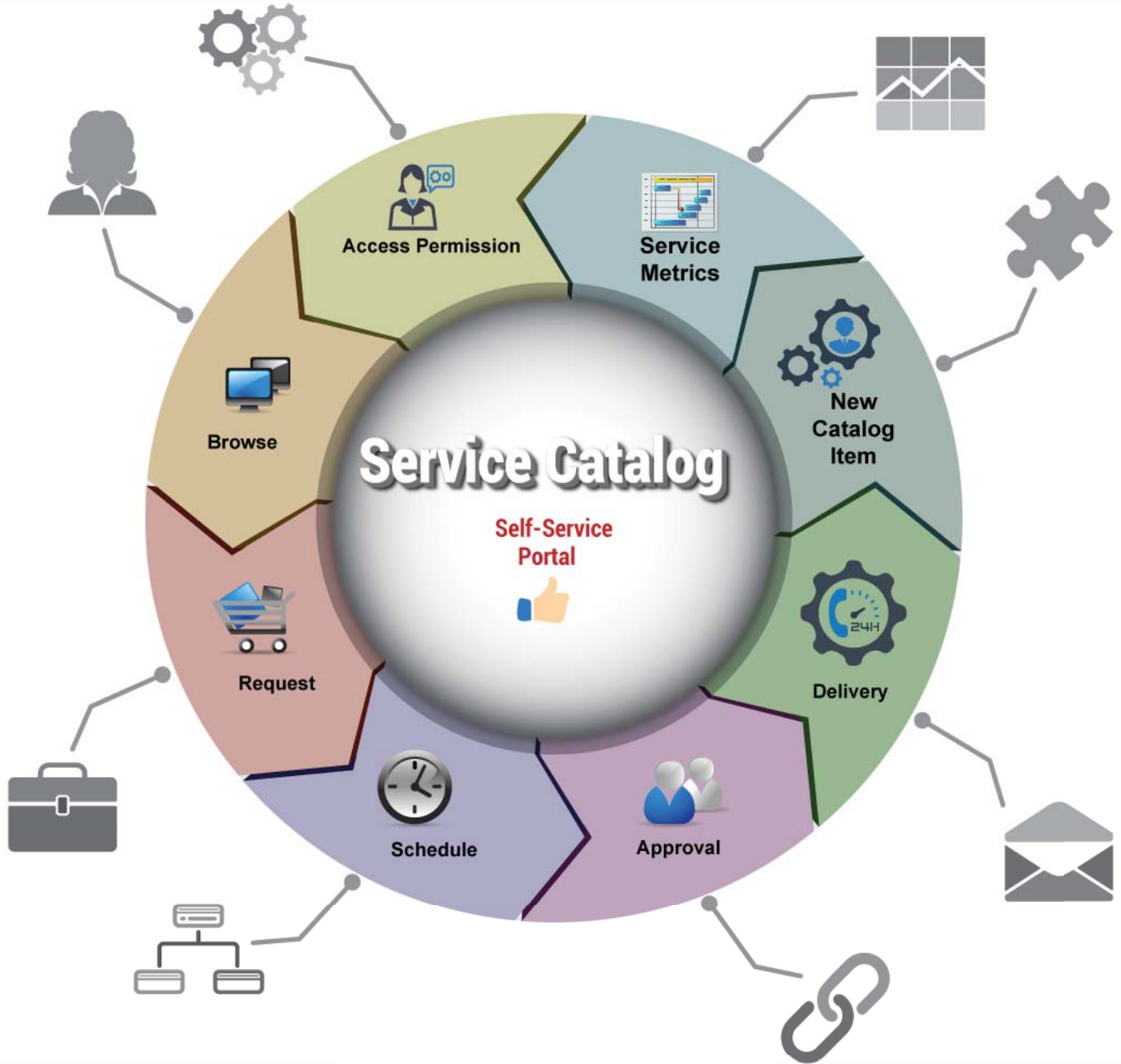
Application education and customization included.

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FACTS

- Customers want simplicity
- Customers want meaningful information
- Customers want the service they have paid for
- Customers want mobility choices



Google Maps integration
© Googlemaps

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Service Catalogs and Workgroups

Service Offerings

Service Offerings are defined in the Services form, accessed through the Configure... Service Catalog menu. You can define a Service Offering simply by giving it a name and a unique service code, and specifying whether it is available for a particular ticket type, or for all ticket types.

For **example**, you might define a Service Offering as “Database Admin” and another as “Desktop Support”. You can then go through your CTI records in the Ticket Item form and set the Service Offering field to the appropriate value. This will allow users to view Desktop Support or Database Admin tickets separately in the Console if they wish.

When creating or categorizing a new ticket, if the CTI selected has an associated Service Offering, workflow will check entries in the Services Workgroup form to see if the Requester is a member of a Workgroup **entitled** to receive that Service.

If **not**, the user will be alerted that the customer is not entitled to that service.

At that point the user can decide to create the ticket or not, or workflow processes can be added to charge the customer for the service if required.

Service Offerings and Customer (Workgroup) Segments

Customer Workgroup Segments may be linked to defined Service Offerings to indicate the entitlement of each customer workgroup to receive the service implied by the Service Offering and ticket CTIs linked to it.

Links between Workgroup Segment and Service Offerings are stored in the Services Workgroup form and are created in the same Console as the Service Offerings are defined in above. Creating an entry between a Service Offering and the Workgroup “All” will mean that all customers are entitled to that Service Offering.

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CONTACT:



e-ServiceSuite, Inc.

3202 McClellan Blvd., Unit 5002
Anniston, AL 36204

tel (256) 676.6700

www.e-servicesuite.com

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