

# SERVICE MANAGEMENT MADE SIMPLE

## PRODUCT DATA SHEET

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ANYTIME | ANYPLACE | ANY DEVICE



ServiceTonic is a powerful, flexible, easy-to-use and ITIL-aligned service desk and corporate services management software.

Thanks to the combination of extensive functionality, a high level of configuration without the need for programming and it is really easy to use, our customers benefit from a single platform of automation and service management, applicable in three major areas:



**IT Service Management (ITSM)**  
IT management aligned with ITIL®.



**Customer Service**  
Attention and Customer Support.



**Enterprise Service Management**  
HR, Legal, Administration,  
General services...

With just a single subscription to the cloud modality or a single installation on your servers.



*"Configure your own dashboards with multiple KPI indicators."*



## **Ticketing.**

Manage tickets (incidents, requests, queries) with registration, prioritization, assignment, monitoring and control of changes until their closure.



*"Register in the ServiceDesk any request received from any input channel."*

## **Dashboards and reports.**

Design and manage customized scorecards for various management areas, Incidents, Problems, CMDB, etc. Extract complex data based on SQL in popular formats such as XLS/Excel, PDF and HTML, and improve management by programming customized reports.



## Inventory: CMDB and automatic discovery of network assets.

Manage assets and their relationships through a powerful CMDB, including automatic discovery and monitoring of network equipment directly into the application.

## Web Portal and Services Catalog.

Allow users to search, select and request services from the User Web Portal by defining their own Service Catalog.



## Aligned with ITIL®.

Implement the main processes and functions described in ITIL: Service Desk, Incident Management, Requirements, Problems, Changes, Configuration (CMDB), Knowledge, Service Levels (SLA, OLA, UC) and Service Catalog.

## Integration with External Systems.

Recover data from external systems. Easily integrates with BB.DD, Contact Lists (LDAP), Web Services, Email, Telephony (CTI)...

## Surveys.

Conduct multiple surveys to measure customer satisfaction over time and ensure continuous improvement of your services.



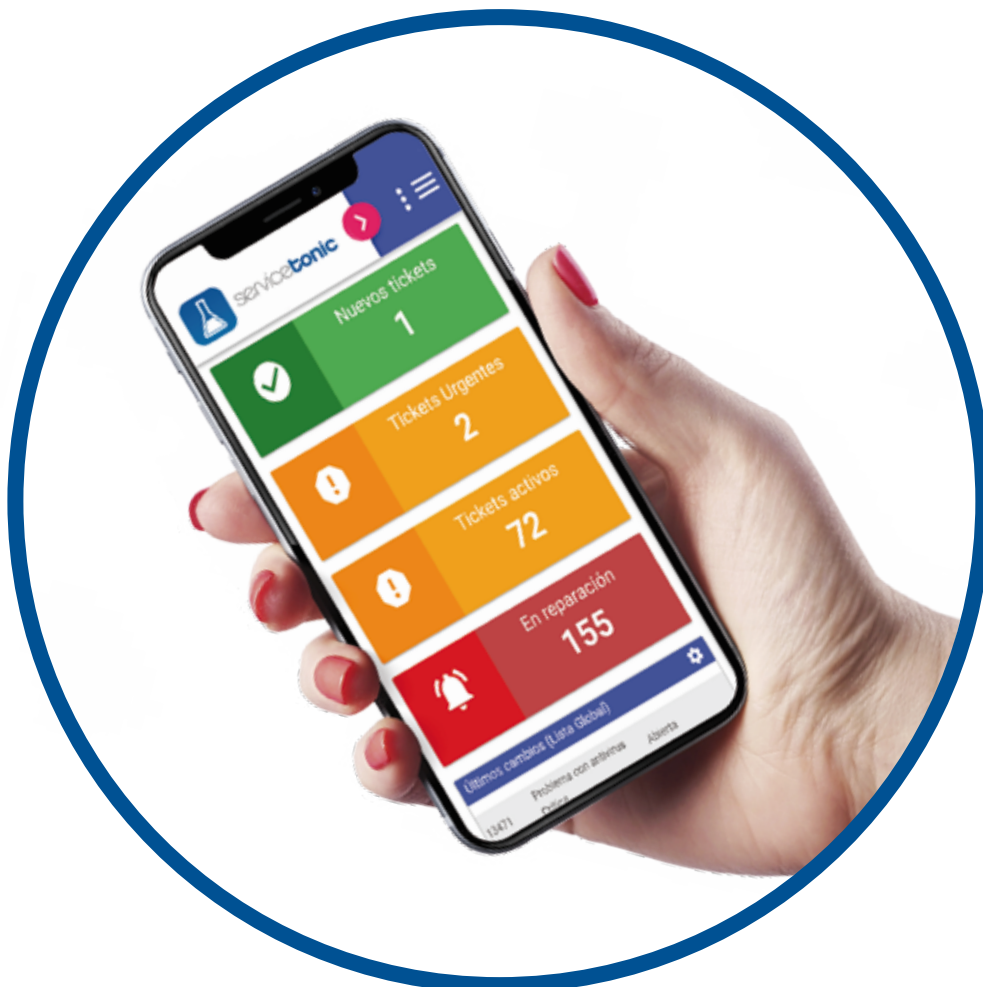


## Mobility support.

Offer service anywhere by providing access from iOS and Android devices. In addition, ServiceTonic integrates the digital signature so that customers can confirm the service received.

## Multi-language

Allow users to specify the language they wish to use from the eight languages available in ServiceTonic. Increase usage by making it easier to receive notifications in your language.



*"ServiceTonic is flexible, powerful and easy."*



## TICKETING & SERVICE MANAGEMENT

### Multi-channel Service Desk

Multiple communication channels: Customer web portal, email, phone, web forms, QR codes, Chat, Chatbot, API.

### Ticketing

Ticket management (incidents, requests, inquires, complaints). Ticket creation, prioritization, assignment, escalation and tracking until ticket resolution with audit trail and possibility to attach documents.

### SLAs/OLAs

Service level management controlling response and resolution times.

### FAQs & Intelligence Knowledge Base

FAQ lists with intelligent searches and automated solution proposals based on the content.

### Quality Surveys

Survey design and processing to get and analyze customer feedback.

### Service Contracts

Managing different types of service contracts. Hours pack, Amount of money, number of tickets, temporal.

### Calendar

Agenda/calendar with different views for tickets and tasks linked to a date.

### Service Catalog and Request Fulfilment

Publishing a product and service catalog with customizable visibility and fulfilment of service requests.

### Customer/User Portal

Main point of contact for users/customers: Ticket creation and tracking, access to information, documents, FAQs/Knowledge Base, Service Catalog, Booking management and assets and contracts query.

### Web forms

Web forms design to be embedded in corporate web pages or intranets.

### Chat / Chatbot

Real time user interaction with customers or users using a chat system with the possibility to activate a chatbot.

## WORKFLOW AND PROCESS AUTOMATION

### Workflows

Graphical drag and drop workflow definition for process automation with multiple steps.

### Business rules

Automations, assignments, escalations and notifications.

### Templates

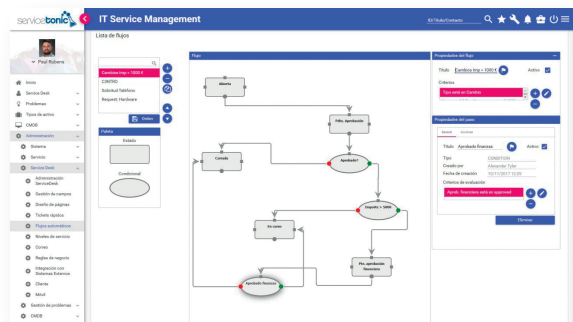
Defining and using ticket templates to speed-up ticket managing.

### Approvals

Approval process automation through email or within the application registering approver, and approval date and time.

### Fields and forms management

Creation of fields and forms with fields dependencies, automations, validations and content control through regular expressions.



## DATA ANALYSIS

### Dashboards and KPIs

Defining and using multiple dashboards and KPIs with access control by user role.

### Dynamic views

Configurable dynamic views with easy access to information including all kind of filters and exporting views to PDF, Excel or HTML.

### Reports

Predefined and configurable reports which can be scheduled and automatically distributed by email.



**ASSET MANAGEMENT & INVENTORY**

**CMDB – Asset Management**

Database that contains relevant details of each asset and the relationship between them and between incidents, problems, changes.

**Network Discovery (NetworkTonic)**

Automated discovery of network assets (Windows, Linux and Mac computers, printers, network devices) loading this information into the CMDB.

**Booking Management**

Booking of assets such as equipment, material or meeting rooms, with reservation, delivery and return management.

**Preventive maintenance management**

Scheduling and managing preventive maintenances with the tasks to be carried out for each asset.

**QR codes labeling (QRTonic)**

Design and printing of QR codes labels for each asset for easy access to asset information and reporting of incidents or requests by simply scanning the QR code.

**Network monitoring**

Network monitoring with alert generation for predefined events, such as disk full or ping not responding.

**INTEGRATION**

**E mail**

Integration with most popular email servers (SMTP/POP, Exchange, Gmail, Office 365) to automatically send and receive emails from within the application.

**LDAP / Active Directory**

Integration with LDAP based user directories such as Active Directory, retrieving user information using user directory credentials.

**Data Bases**

Direct integration with most popular data bases such as MS SQL Server, Oracle or MySQL.

**Web Services (REST API)**

Inbound and outbound integration with other applications through Web Services that use a REST API.

**Telephony/CTI**

Integration with telephony systems to automatically retrieve caller information and caller tickets.

**Geolocation**

Geolocation of contacts, agents, tickets and assets with Google Maps.

**OTHER FEATURES**

**Forumtonic**

Space designed as a forum for both agents and users to share knowledge and interact with each other. Ability to create open channels in which all agents and users can participate and private channels, designed to involve certain agents or users of a workspace.

**Multiservice**

Possibility to define multiple services or working spaces for different business areas (IT, Facilities, HR, Customer Service, QA, Security, Legal, etc.), each one with its own configuration.

**Multi language**

Available in multiple languages including English, Spanish, French, German and Portuguese with multi language configuration for all content including forms, fields, emails, customer portal and knowledge database.

**No coding**

Fully configurable from the application interface, without the need to write a single line of code.

**Aligned with ITIL**

Automation support for the main ITIL processes and practices such as Incident, Request, Problem, Change, Knowledge, Service Level, Service Catalog and Asset management.

**Security**

Multiple levels of security. Secure and encrypted access within the whole application. Authentication by internal login and password or delegated authentication through other applications such as Active Directory or applications that supports OpenID or OAuth 2.0 protocols. Role based restricted access to information and ticket changes audit.



# SUCCESSFUL PROJECTS IN MORE THAN 18 COUNTRIES



Service Management Made Simple