

# OpenText ZENworks Service Desk

You do the same things every day—track service requests, race against the clock to ensure your team responds promptly, and monitor your technicians’ performance. Every day, you wish you could do these simple tasks more efficiently. And every day, your frustration grows. You need a solution that can remodel your service desk and help you relax.



## At a Glance:

Streamline your service desk and provide the things your business needs.

- **Sophisticated service management:**  
Service Desk based on 10 ITIL processes
- **Reporting dashboard:**  
Actionable reporting delivered through a customizable, widget-based dashboard
- **Simple deployment:**  
Fast and easy deployment to help minimize consulting contracts
- **Purchasing flexibility:**  
Buy individually or as part of the OpenText ZENworks Suite

## Upgrade your service desk lifestyle

Running a service desk is no vacation. It is often a hive of small annoyances and frustration as your technicians try to keep up with a torrent of user requests. Maybe it’s time to remodel. With OpenText™ ZENworks Service Desk, you can turn your service desk into an oasis of calm that provides big benefits for the business.

The business may view the service desk as something that’s there just to resolve user issues, but Information Technology Infrastructure Library (ITIL) best practices suggest a service desk should be much more. At a deeper—and often unrecognized—level, the service desk serves three mission-critical roles:

- **Managing risk.** If you don’t solve users’ problems, they might get creative in trying to resolve them themselves—and end up creating bigger problems.
- **Increasing productivity.** If your users can’t use the machines or tools they need to do their jobs, they’re not going to be productive.
- **Creating cost savings.** An efficient service desk keeps users productive and saves your technicians time so they can focus on more valuable things.

With all this responsibility, why does the OpenText ZENworks service desk seem so unappreciated? You should feel vital to the organization, and you should have the tools to prove that importance too. Service Desk gives you the tools you need to do your best job and show everyone the value the service desk provides.

**Service Desk not only provides support for incoming phone calls, email and web forms, but also gives your representatives the flexibility to respond to problems using a variety of options.**

## **You need a tool that connects your technicians and customers, wherever the problem is**

Today's computer users want immediate access to the service desk, from wherever they are when a problem occurs. And they want the service desk representative to respond without delay.

OpenText ZENworks Service Desk not only provides support for incoming phone calls, email and web forms, it also gives your technicians the flexibility to respond to problems using a variety of options. In addition to telephone, email and web forms, OpenText ZENworks Service Desk staff can interact with customers via text messaging and smartphones—they can even see their queue on their smartphone or on the web. OpenText ZENworks Service Desk lets your representatives stay connected to users, wherever they are, and respond to issues in the quickest, most efficient manner.

## **You need a tool that connects to cloud sources and secure authentication**

Today's user source may be cloud-based, and OpenText ZENworks Service Desk connects using an Azure AD user source. Email sources may be in Azure AD, Google or other user sources using MSModern Authentication or OAuth authentication that increase the security of email communication. Take another security step by using OpenText Advanced Authentication by OpenText Limited for 2 form factor authentication for your technicians managing the calls and OpenText ZENworks Service Desk system. In addition, use OpenText Advanced Authentication Limited to invoke 2 form factor authentication for your technicians adding level of security.

## **You need a tool that lets you put technicians on the most important calls now, without losing anyone in the queue**

In the real world, some problems are simply more important than others. A system crash will get immediate attention, even if a single user with a malfunctioning printer called the service desk first. A call from the chief financial officer (CFO) outranks a call from most other employees. You need the flexibility to respond to higher-priority service requests while still honoring the service level agreements (SLAs) that govern your response times.

OpenText ZENworks Service Desk gives you the option of using multiple SLAs to guide response time-frames for the variety of situations your technicians face. Designing SLAs with varying levels of granularity allows you to compartmentalize tasks and corresponding response times. OpenText ZENworks Service Desk can also automatically escalate older tasks, so that no service request goes unresolved. OpenText ZENworks Service Desk can target technician skill-sets to direct the request to the proper team and skilled technician for a faster resolution.

## **You need a tool that empowers your users to help themselves**

OpenText ZENworks Service Desk empowers users to help themselves with self-service capabilities.

When they need an app, hardware, or anything else, they can request it themselves with the OpenText ZENworks Service Desk Store. This icon-based self-service portal is automated using "Store Extensions," which allow you to plug in to OpenText ZENworks or any similar software. Ultimately, OpenText ZENworks Service Desk Store allows for faster self-service without technician interaction, resulting in higher user satisfaction.

**“OpenText ZENworks Service Desk is very easy to use and to develop, so we felt that it was the best choice for the future.”**

**Tristan David**

Head of ICT Oxleas NHS  
Foundation Trust

Also, when users can find the answers to routine questions themselves, it frees up help desk resources to focus on the complicated problems that really need a technician’s attention.

OpenText ZENworks Service Desk lets your technicians create knowledgebase articles to answer users’ basic questions, propose solutions, and serve other technicians while on a call. This makes valuable information available to everyone on the team. In addition, OpenText ZENworks Service Desk tracks how often users and technicians access each article and the ratings each article receives, so your team can update the articles as needed to remain relevant. Users can rate the article and comment on the information presented for improved communication about the use of the document.

### **You need a tool that tells you how well your technician and system are serving your end users**

Handled right, user satisfaction surveys can provide actionable data to drive improvements to the OpenText ZENworks Service Desk. Are you over-delivering? Do your technicians need to improve?

OpenText ZENworks Service Desk lets you create and populate surveys, define the response types and set expiration dates for each survey. In addition, audience targeting (such as after every call, in a random pattern, only from users calling about a particular topic, and so on), helps to ensure that users complete the surveys, rather than ignore them.

### **You need a tool that helps you prove your value**

Others in the company may not understand the value you deliver, even if they rely on it every day. It’s not enough to meet your SLAs; you also need to be able to explain to executives how the OpenText ZENworks Service Desk is helping them compete and succeed.

OpenText ZENworks Service Desk helps you justify yourself in the strongest terms: with real data pulled directly from your organization’s daily business. You can schedule reports to run regularly or you can access the data just when you need it. ITIL processes help align what you do with the organization’s business goals, which means you’ll have an answer for all kinds of questions. You can show auditors how you manage change, prove to managers the financial value of the services you provide, or just satisfy the curiosity of an executive who wants to know what the OpenText ZENworks Service Desk has done for the organization lately.

### **You need a tool that doesn’t require complex customization and constant consulting help**

Most of the service desk solutions out there are just as bad as the problems they’re supposed to solve. In the time it takes to demo most of them, you can have Service Desk up and running.

OpenText ZENworks Service Desk is faster to deploy, easier to learn and use, has a lower initial cost, minimal professional service expenses and a simple upgrade path. You don’t need hours of consulting help to implement ITIL processes. Intuitive customizing can be made according to your organization’s workflow and processes. The system look and feel can be easily branded in agreement with your organization’s specifications.

**“As customers move forward on implementing ITIL processes and start looking for a service desk solution that aligns with these, having this certification will certainly add a massive credibility boost to Novell’s (now part of OpenText) offering. I foresee that this will create many additional opportunities for us in the marketplace for Service Desk.”**

**Jacques Sauve**  
President  
Adaris Technologies

## **Resources**

Learn more at  
[www.opentext.com](http://www.opentext.com) ›

## **Experience Calm with Service Desk**

Running a service desk may not be sexy, but it doesn't have to be frustrating and stressful either. You can provide the services your organization needs without succumbing to a constant barrage of user requests and issues if you have the right service desk solution. Take a vacation from stress with OpenText ZENworks Service Desk. OpenText ZENworks Service Desk helps you apply ITIL processes and provides you with the tools you need to get your job done so you can increase the value you provide to your organization while limiting the frustration of life at the service desk.