

# MyTechDesk Feature Upgrade

Coming  
Soon

Early  
2008

## Feature Enhancement Upgrade

MyTechDesk is an easy yet powerful web-based system for managing and tracking service requests. All K-12 schools and districts in California have access to MyTechDesk at no cost, as a service provided by TechSETS.

As part of our commitment to deliver effective solutions to school technology support staff, a feature upgrade of MyTechDesk will soon be released. Several user surveys and continued attention to our customer needs have helped us identify several areas of improvement.

We are looking forward to releasing an enhanced version of MyTechDesk in early 2008!

## New Features

### General

- *Inventory management*
- *Shared knowledge base (community contributed)*
- *Ticket feedback survey*
- *Time zone assignment*

### Management

- *Single login for shared / multiple groups*
- *Staff removal*
- *View all requestors (active and inactive)*
- *Assign username and password to requestors*
- *Ticket removal*
- *Assign staff to categories (specialization)*
- *Importing of staff and requestors*

### Workflow

- *Auto-assign ticket based on location*
- *Auto-assign ticket based on category*
- *Sub-tasks within tickets*

### Ticket Management

- *View ticket status and transaction history*
- *Additional ticket sorting and filtering*
- *Customizable ticket listing*
- *Requestor notification of ticket status change*
- *Ticket notifications and reminders to staff*
- *Ticket report mailed to requestor on completion*
- *Additional message/footer in ticket notifications*
- *Advanced group manager modification options*

### Requestors

- *Improved group directory listing*
- *Improved requestor account creation*
- *View ticket statistics in (staff) queue*
- *Customizable requestor form*
- *Ticket withdraw/cancellation*
- *Ticket history*
- *Assign tickets to a location*
- *Password recovery (via e-mail)*

### Reporting

- *More reports*
  - *Standard reports w/ graphs*
  - *Most "troublesome" equipment*
  - *Average response time for support*
- *Adobe Acrobat (PDF) formats*
- *Additional data export formats*

### Other

- *Updated interface*
- *Increased usability*
- *Searchable custom fields*
- *Custom drop-down lists*



MyTechDesk<sup>SM</sup>

[www.mytechdesk.org](http://www.mytechdesk.org)