



Organizations continually need to reduce operational costs while improving service levels for an increasing spectrum of communication technologies.

Business Challenge

Today technology is changing at a dizzying pace, yet organizations are strapped with the conventional methods of relying on an array of customized and disparate support systems to manage this change. This creates dependencies on expensive IT support personnel to maintain the integrity of data.

Solution

The Service Desk serves as the portal to many of PCR-360's most critical functions and will easily integrated with other enterprise help desk applications.

The PCR-360 Service Desk functionality enables organizations to manage the activities related to move, add, change, and delete transactions (MACDs). PCR-360 provides the ability to:

- Provide a single point of control for requests and incidents.
- Enforce standardization of requests and orders.
- Ensure data integrity.
- Automate the workflow and routing of tasks.
- Track service level agreements and automated escalations.
- Gain comprehensive insight into organizational performance.

Service Desk Capabilities

PCR-360 provides a single point of reference for all requests, orders, incidents, projects, and estimates.

The Service Desk functionality is an integral component of the PCR suite and leverages the capabilities of the entire application. Service Desk alleviates manual entry in other functional areas such as inventory, cable, billing, etc. and reduces the cost and time required to process service orders and resolve incidents.

- Quickly create orders and requests by utilizing predefined catalogs that includes services, inventory, workflow, cable, and billing.
- Automatically update other aspects of the solution in real time to ensure data integrity.
- Continually monitor delivery of your SLAs and automatically escalate based on defined KPIs.
- Ensure tasks are completed in the appropriate order by creating sequencing and dependencies.
- Utilize Quick Ticks to easily document first call closure incidents.
- Ensure resource availability through technician calendars.
- Automatically allocate one time and recurring charges associated with the MACD.

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Visibility

PCR-360 was designed to provide a wealth of information at your fingertips. PCR-360's user friendly design provides comprehensive views and dashboards allowing users to quickly find the information needed and organizations can make better business decisions.

The screenshot displays the PCR-360 Service Desk interface. The top navigation bar includes 'Home', '360', 'QuickTick', 'About', and 'Logout'. The main header shows 'Service Desk : View / Report : Workflow'. A sidebar on the left contains 'Main', 'Preferences', and 'Admin' tabs. The central area is divided into two panes. The left pane shows a list of service orders with columns: SD Number, SD Status, SDA Action, SD Description, SD Due Date, SD Completed Date, Workgroup, Worker, Bill, Estimated Time, Completed On Time, and Notes/Description. The right pane shows a detailed view for SD #: SO201800041, including fields for SD Type, Source, Status, Service Rep, Due Date, and Description. Below these fields are tabs for 'Actions', 'Equipment', 'Workflow', 'Contacts', 'GLA', 'Charges', 'Labor', 'Cabling', 'Activity/Remarks', 'Email Thread', 'Attachments', and 'User Defined Fields'. The 'Workflow' tab is active, showing a table with columns: Action #, Action, Service, Status, Urgency, New Service ID, Owner, Location, Jack, and Reference. The table contains four rows of data.

SD Number	SD Status	SDA Action	SD Description	SD Due Date	SD Completed Date	Workgroup	Worker	Bill	Estimated Time	Completed On Time	Notes/Description
SO201800040	Pending	Create New S...	add esp sdc too?	Jan 17, 2019, 12:1...		CAP Techs	McKenzie, ...	X		N/A	Program in switch
SO201800040	Pending	Create New S...	add esp sdc too?	Jan 17, 2019, 12:1...		CAP Techs	McKenzie, ...	X		N/A	Program features on set
SO201800052	Pending	Create New S...				Helpdesk		X		N/A	Take order and validate contact info
SO201800052	Pending	Create New S...				Inside Plant		X		N/A	wire up jack
SO201800052	Pending	Create New S...				QC	Demo, Pcr	X		N/A	check account and charges

Action #	Action	Service	Status	Urgency	New Service ID	Owner	Location	Jack	Reference
001	Create New S...	Create New Service K...	Billed		54831	Demo, Pcr	Russell > 301	B105-J-1 : In	lobby phon
002	Create New S...	Create New Service K...	Pending		54832	Demo, Pcr	Russell > 302	R301-J-1 : In	lobby phon
003	Remove	1TB Backup - Eng (Bac...	Pending		1TB Backup - Eng	ENG: Engineering	Virginia > Engineering		
004	Remove	(616) 259-0032 (Analog)	Complete		(616) 259-0032	MED: Med Ctr	Virginia > Medical Center	B103-J-1 : Out	test

Other Benefits

History: When the work is done through an order process the organization will have a history of when a change was made, who made the change, and why.

Order Initiation Flexibility: With PCR-360 orders and requests can be initiated in multiple ways including creating directly from the Service Desk screen, through wizards, in the customer portal, from emails, importing from comma delimited files, or integration with other help desk applications.

Order Actions: Multiple actions and types of actions can be added to a single order or request, eliminating the need to create multiple orders.

Swaps: Swap the location of two services without having to disconnect each of the existing services and add these services to the opposite location.

Projects: Large projects can require many orders over a long period of time. Associate these orders with a project for consolidated reporting.

Urgency: Provide technicians with the information needed to prioritize requests by defining an urgency status of low, medium, or high for each order and each individual action.

Technician Calendar: Assign tasks to workgroups or individual technicians and track resource availability through an interactive calendar.