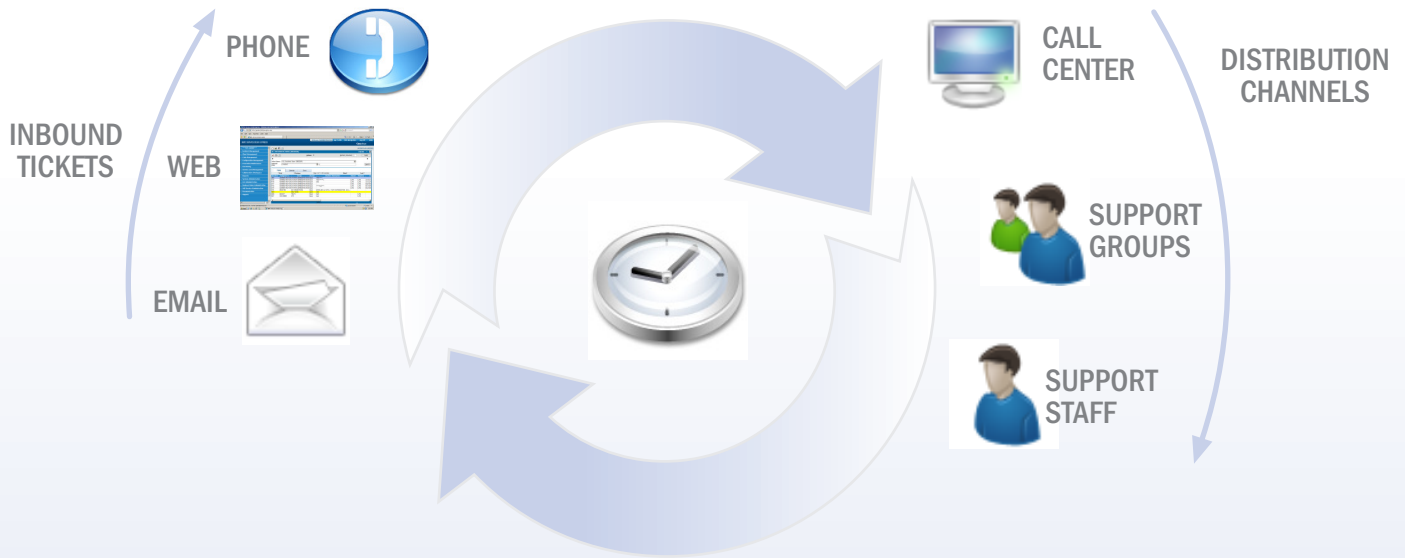


ROUND ROBIN AUTOMATIC INCIDENT DISTRIBUTION

How Improving SDE Performance Will Bolster Your Bottom Line



Take control of your service desk ticket assignments with our automatic Round Robin Service Desk Express incident/work order distribution system. This cost effective solution maintains an even distribution for inbound or self generated tickets providing a more effective and efficient assignment and resolution process.

Large and small businesses benefit with a managed ticket distribution system:

- ◆ Scalable to any client/staff population
- ◆ Load balanced for maximum distribution efficiency
- ◆ Fully customizable
- ◆ Works with self service or in-house tickets

- ◆ Compatible with web or email generated tickets

Smart Service Desk Express' Round Robin utilizes intelligent routing to distribute Tickets/Incidents/Calls and assigns them to the staff who can respond to them most efficiently. Managers benefit from the use of the load balancing feature to equalize staff workload.

The SSDE Round Robin system is fully extensible allowing for the adoption of custom SLA policies and additional distribution parameters.

To learn more about the Smart Service Desk Express Round Robin ticket distribution system for Service Desk Express contact one of our SDE professionals today.