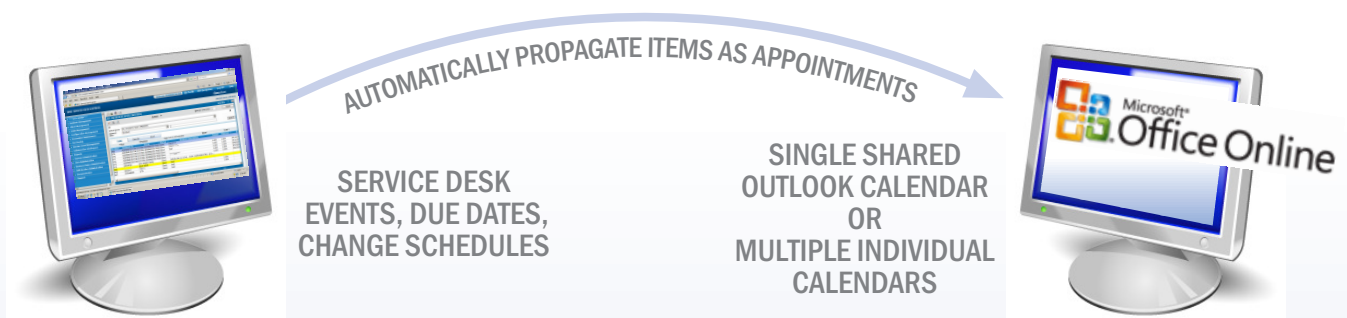


SDE 2 OUTLOOK

POST SDE EVENTS TO OUTLOOK CALENDARS

How Improving SDE Performance Will Bolster Your Bottom Line



Keep the entire office up-to-date with our new SDE 2 Calendar customization. This powerful tool allows you to post virtually any SDE event or activity to one or more MS Office Outlook Calendars.

Populate one calendar for change management and share with all assessors and approvers.

Share another calendar with IT staff.

Populate individual calendars with staff or client specific appointments.

Once implemented, the process is straight forward and intuitive. Designate what items in Service Desk should propagate to what calendars. Use built-in logic to control calendar appointments. All appointments are added automatically by default. However, the system may be configured to prompt if a calendar item is desired.

It has never been easier to push your Service Desk

time critical tasks and deadlines to the industry standard email and calendar system, Microsoft Outlook.

Calendar integration increases IT staff efficiency and productivity by distributing calendar appointments where relevant individuals can see them. Benefits include:

- ◆ A single Outlook calendar can be shared with one or more users and populated by Service Desk automatically.
- ◆ An unlimited number of calendars can be updated from a single event.
- ◆ Individual calendars can be updated with appointments specific to that user only.
- ◆ Events can be triggered by due dates, action items, escalations, SLA's, change request events, incident or work order creation, business rules and more.
- ◆ Create appointments, meetings & tasks.
- ◆ Compatible with web or email generated tickets and events.

For a free consultation or demonstration ask to speak with one of our Smart Service Desk Express professionals.