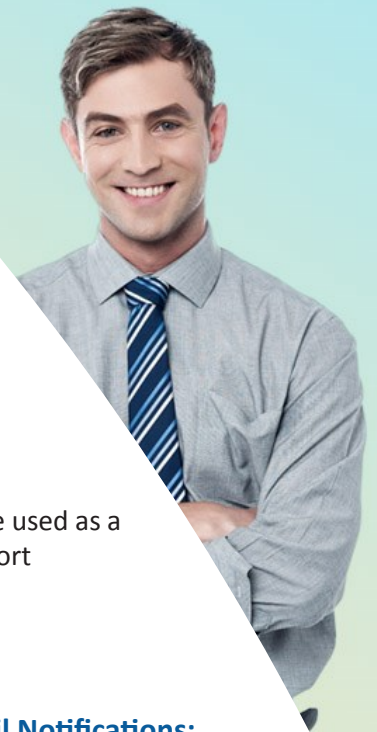# ShareNet
Technical Support Software

Powerful Request tracking built on the
ShareNet platform!

The **Novo** *ShareNet* Cloud Platform is a powerful web and mobile application that can be used as a *Technical Support Software Solution* to efficiently track, share and report on tech support

Key Benefits:

Optimize Tech Support Operations:
ShareNet tracks requests and provides complete, closed loop management of requests until they are resolved.

Manage all Types of Requests:
Virtually any kind of technical request can be tracked within the system. Highly flexible, Cloud Platform is easily customizable for any use.

Multi Departmental Access:
Requests can be managed from any location. Each department can have permissioned access to their own departmental data.

Automated Email Notifications:
Automate email notifications of new requests, rerouted requests, and status updates to customers & management.

Automated Work Flows:
SLAs, Scheduled Tasks, Departmental Routing, Data Integrations (Enterprise Edition) and more can be defined in the Work Flow Designer.

Easily Customizable Forms:
Forms can be customized by type of request, allowing agents to quickly enter only the information needed to resolve the issue.

Track, Share & Report
on the...

ShareNet
PLATFORM

Additional Benefits:

- Improved Tech Support – Provide immediate web and mobile access to support staff enabling them to respond more quickly to Requests. Requests can be Tracked and Managed so they are not forgotten. Email alerts can be triggered automatically if a Request has not been reviewed within a specified period of time.
- Time Savings – Team members can stop wasting time searching through emails, copying and pasting email Requests into a system, tracking down the status of a Request, being tied to a desktop/laptop computer to view and update Requests, creating monthly reports, etc.. Automatic Email to Request creation, Mobile Device access and powerful Report Building Tools greatly reduce the time spent managing Requests.
- Increased Visibility – Dashboard Analytics and Reporting help managers see summarized data such as the types of Requests being submitted and what departments or customers are submitting them. This empowers technical support staff to make better decisions.
- Flexible Input Sources – Support Tickets can be submitted from any of the following sources:
  - The ShareNet Web & Mobile Customer Portal
  - Email Messages (including Web Site Forms that send Emails)
  - The ShareNet Technician/Agent Interface (i.e. for call in requests)
  - 3rd Party Applications (via APIs with the Enterprise Edition)

ShareNet Features:

Turn-Key Cloud Based Solution – Requires minimal IT Staff involvement
Being an easy to use, cloud based solution, there is no need to set up or maintain a new server and application. This allows IT staff to stay focused on support and other critical projects.

- Easy to Use Designers & Wizards make it easy to tailor the system to your needs.
- How To Videos are available to guide you if you get stuck.
- Friendly and knowledgeable support is just a phone call away.

Mobile Device Accessibility - Access Information from any Mobile Device
Whether you are in the office at a Desktop Computer or on-site with a customer using a Tablet or Smart Phone, you can quickly and easily access and update the information you need.

- Fully manage Tickets, Assets, Knowledge Base Articles, etc. on your Mobile Device. This means you can browse a list of Tickets such as "My Open Tickets" and other records as well as search, view, and update records. You can also add notes and attach pictures.
- Scan Bar Codes (using your Tablet or Smart Phone's auto-focus camera) for looking up asset or inventory records or scanning an employee badge.

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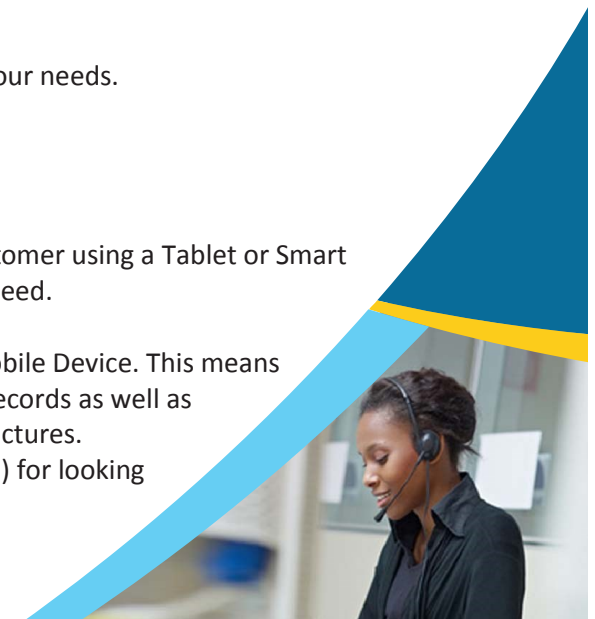
Features Continued:

Data Import - Easily Migrate your Data

Easily import a spreadsheet (i.e. of Contacts, Assets, etc.) using the built in Data Import Wizard.

End User/Customer Web Portal - Web & Mobile Access for your End Users

- Flexible End User Portal System – create multiple portals for different groups of customers (i.e. internal employees, external customers, partners, etc.). One or more custom pages can be defined for each Portal.
- Web & Mobile Access – End Users can submit support requests, check the status of these requests and search Knowledge Base articles from a computer or Smart Phone.

Information Security - Multiple Levels of Security Safeguard your Data

Not only is each customer's data stored in a separate database (unlike some Cloud based solutions), but multiple layers of security are built into the Cloud Hosting environment.

- SSL Encryption protects your data as it transfers from your computer, tablet or SmartPhone to our servers.
- Layers of Intrusion Detection prevent unwanted access to your data.
- Password Strength features enforce strong passwords so they are not easily guessed.

Scalability - Designed to Handle Growth

Whether you need to manage just a little bit of information or a lot, the system will grow with you.

- The ShareNet Platform was designed to handle growth.
- The Cloud Hosting environment can be changed quickly to increase server capacity as needed.

Flexibility - Easily Tailor the System to your Unique Needs

ShareNet Platform Apps were designed from the ground up to be highly flexible and easy to use. Data Fields, Data Entry Forms, Record Lists, Work Flows/Business Rules, Reports, Dashboards and more can be easily changed as your business needs change.

- Easily add Custom Fields – Custom Fields allow you decide what information you want to track. Field types include: Text, Text Box, Basic Rich Text, Advanced Rich Text, Date, Date/Time, Single Select/Drop Down, Number, Checkbox and even GeoLocation and GeoAddress fields (for Geotagging records).
- List your Records the way you want – The List View Designer allows you to easily create customized layouts so you can see your data in different ways with grouping, sorting and filtering. You can even design specialized Mobile List Views for your Smart Phone or Tablet users.
- Customize Data Entry Forms – the Form Designer allows you to easily create different Forms for different types of records by dragging and dropping fields. This allows you to keep track of the type of information specific to a particular type of record. This includes the ability to modify Mobile forms.
- Design Professional Email Templates – The Email Template Designer allows you to easily create nice looking email messages with mail merge capability. These can be used with the Work Flow/Business Rules system for sending out automated email notifications based on certain conditions.

ShareNet
Technical Support
Software

Features Continued:

Business Rules & Work Flows - Automate Manual Processes to Improve Productivity

Work Flows and Business Rules can easily be defined in the Work Flow Designer to automate many manual processes.

- Trigger email notifications based on a set of conditions to keep team members or managers informed.
- Create related records, including Work Flow Tasks.
- Define Service Level Agreements (i.e. wait 2 hours and if a Ticket has not been responded to, send an email escalation)
- Update Field Values and more.

API Data Integration - Automate record Updates across Multiple Systems

Powerful data integration capabilities in the Enterprise Edition allow you to automatically synchronize record changes between different systems. This eliminates the need for managing data in two places.

- Add or Update ShareNet Tickets from another system.
- Search or get a list of ShareNet Tickets from another system
- Automatically add a record in another system based on a Work Flow Condition met with a ShareNet Ticket update.

Note: Technical staff involvement or Novo Solutions Professional Services is required to configure Data Integrations.

Reporting & Dashboards - View your Support Tickets in Multiple Ways:

You can access summarized information on Dashboard Charts with full details just a click away.

- A Report Builder allows you to step through a Wizard to select the data fields you want to report on and define how you want the report data grouped, sorted and filtered. It also allows you to create click through charts that can be placed on a Dashboard.
- For more technical users, an Advanced Report Designer can be used to take standard reports to the next level. The designer gives you complete control on how you want the report to look.
- The Dashboard System allows you to define multiple Dashboards for different purposes (i.e. IT Support, Development, Customer Service, etc.)

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For more information on the ShareNet Platform and applications please visit our website: **www.novosolutions.cm/ShareNet**

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