

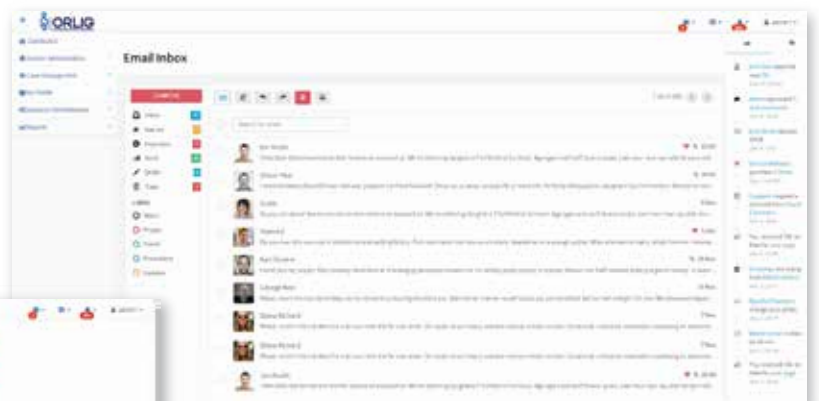
# ORLIG CRM Helpdesk

ORLIG Helpdesk is easily configured to fit in multiple and flexible business operational needs.



ORLIG Helpdesk Management assists the management in handling daily operation issues mainly towards the technical support. IT department being the backbone of today's operations is constantly challenges with insufficient resources, ineffective support issues and the tedious requirements of documentation. ORLIG Helpdesk Management can be bundled even with ORLIG Vendor Relationship Management to take it a step further to even track and ensure effective support given by the selected vendors.

ORLIG Helpdesk is design based on the best practices processes and its function is design to fit operational requirements. ORLIG Helpdesk is easily configured to fit in multiple and flexible business operational needs. We provides you the details tool to manage assignment either sequential basis or even on concurrent requirement with operational level agreement mapped into a single service level agreement delivery. Top by its flexible notification management that is being trigger automatically by the system to ensure all incidents are managed and attended to. ORLIG Helpdesk provides the extension to escalation management top ensure owners of incident are being escalated to higher management for pro-active action.



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The ORLIG CRM Helpdesk modules include:

■ Orlig Incident Management

- Incident Management
- Contact Management
- Service Level Agreement
- Operational Level Agreement
- Diary Management
- Digital Messaging
- Knowledge Management
- Management Reporting
- 3 named user or 1 concurrent user

■ ORLIG Problem Management

- Problem Management
- Contact Management
- Service Level Agreement
- Operational Level Agreement
- Diary Management
- Digital Messaging
- Knowledge Management
- Management Reporting
- 3 named user or 1 concurrent user

■ ORLIG Assist

■ ORLIG Announcer

ORLIG Helpdesk Management allows you to:

- Control IT spending
- Focus on quality customer service
- Maximize business value from application
- Automate Service Desk best practices
- Reduce administration and resources

ORLIG Helpdesk is a certified MSC Malaysia Software Product and is also TUV Rheinland Quality Certified.



For more information, visit us at [www.anbiz.com](http://www.anbiz.com) or contact us at +603-5033 0333

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