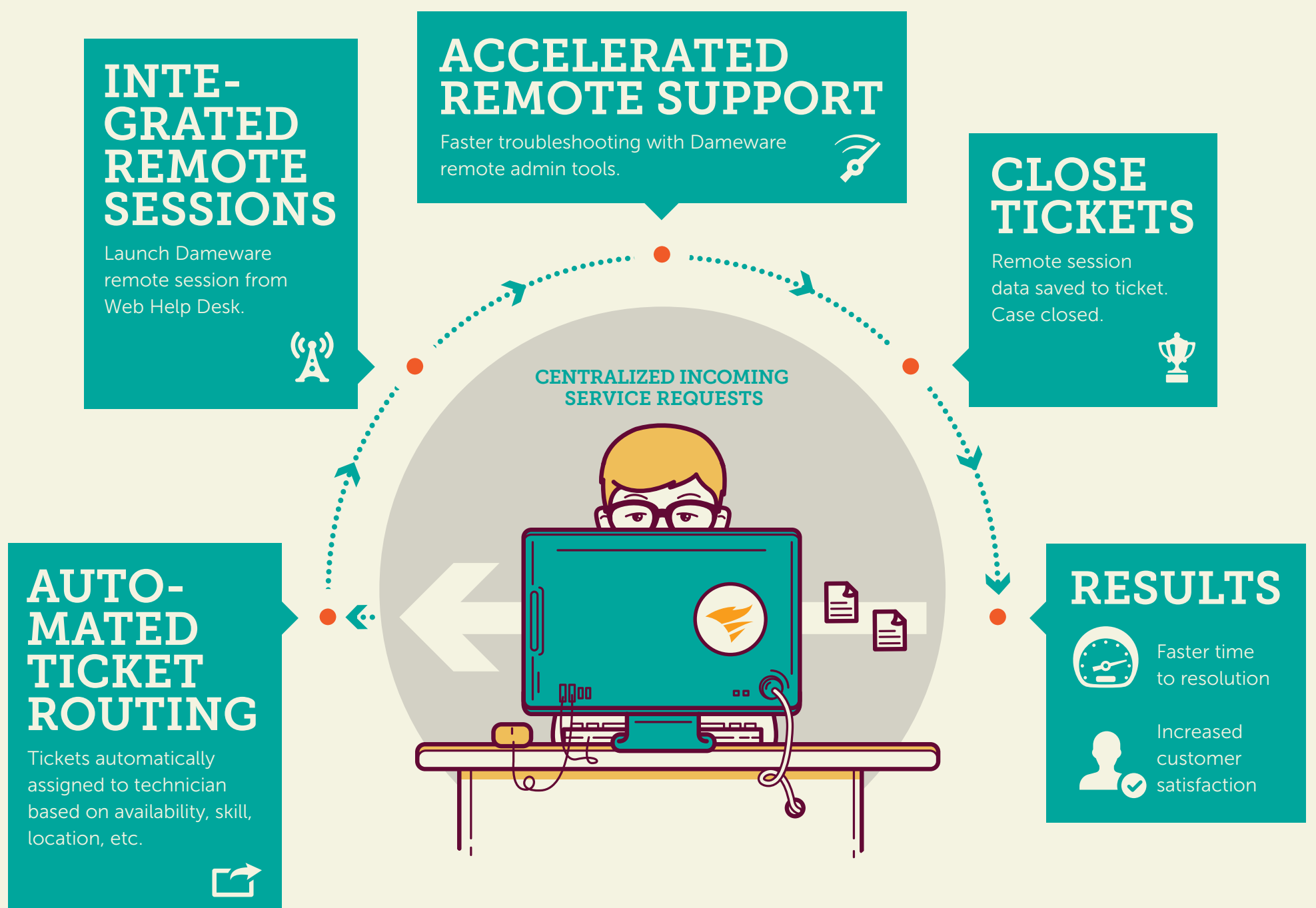# 2 WAYS TO RUN A HELP DESK

MANUAL HELP DESK

Do you face the challenge of manually receiving and tracking service requests? If so, this is how tedious and cumbersome help desk management could be for you. Don't forget the delayed ticket resolution and unhappy customers!

TRACK DOWN THE USER
Walk through hallways, buildings & remote sites to track down user.

TEDIOUS, MANUAL SUPPORT
Troubleshooting occurs at end-user's desk, with limited tools.

ASSIGN TASKS
Manually assign ticket to available technician.

MANUALLY CLOSE TICKETS
Update spreadsheet & email.

INCOMING SERVICE REQUESTS

S.O.S.

ROUTE TICKETS
Unknown technician availabilty leads to delays & repetitive tasks.

RESULTS
Excess time to resolution

Poor customer satisfaction

HELP DESK ESSENTIALS

Streamline and automate help desk ticketing and desktop support with SolarWinds® Help Desk Essentials. The combination of Web Help Desk® and Dameware® Remote Support allows you to efficiently manage service requests and provide timely support to end-users.

INTEGRATED REMOTE SESSIONS
Launch Dameware remote session from Web Help Desk.

ACCELERATED REMOTE SUPPORT
Faster troubleshooting with Dameware remote admin tools.

CLOSE TICKETS
Remote session data saved to ticket. Case closed.

CENTRALIZED INCOMING SERVICE REQUESTS

AUTOMATED TICKET ROUTING
Tickets automatically assigned to technician based on availability, skill, location, etc.

RESULTS
Faster time to resolution

Increased customer satisfaction

Learn More About Help Desk Essentials »

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