HelpDesk

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SOFTWARE FOR THE WEB

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Search solution

Search for address, zip code and town in 'Registered for'

When you enter text in the *Registered for* field in the advanced search, the search will now also be performed in the fields *Address, Zip code* and *Town* of the users.

HD-Map

New map type: Customised GIS Service

HD-Map is a plugin that makes it possible to mark spots or areas on a map. This is suitable for tickets that require area specification.

In addition to using Google Maps, you can now use other map types through a Customised GIS Service. With the Customised GIS Service you can use the map created exactly for your city, municipality... Contact Artisan for more information about how to use a Customized GIS service.

The list in the image displays an example of the base maps and map layers of a Customised GIS Service that are pre-selected as default for all objects. However, this can be changed for each object group and object.

HD-SR

New condition for rules: 'Closed by selected support group(s)'

HD-SR is a plugin that connects Artologik HelpDesk with the survey program Artologik Survey&Report. This allows you to send surveys to your support customers. The ticket's 'registered for' user is transferred from HelpDesk to Survey&Report via rules (one-time or scheduled).

You have previously been able to use the ticket's organisation/organisation group or object group/object as a condition for which tickets are to be affected.

Now you also have the possibility to use which support group closed the ticket as a condition.
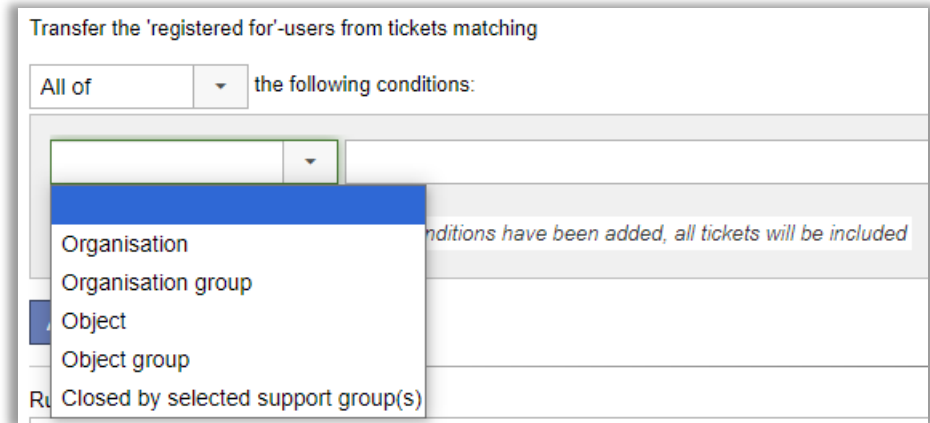
Possible to match fields in HelpDesk against respondent categories in Survey&Report

When transferring, you can ensure that ticket information from HelpDesk is matched against desired respondent fields in Survey&Report. We have now made it possible to match ticket information against so-called respondent categories in Survey&Report. The advantage of this is that respondent categories can be used in Survey&Report's report section to filter or group the results.

In addition, we have also added the possibility to match the user or support group who closed the ticket against the desired field in Survey&Report, via the new options *Closed by user* and *Closed by support group* respectively. For example, if you wish to be able to study the results per user or support group, you can create the corresponding respondent categories in Survey&Report and then match them as in the image below.