

# Webinar: TOPdesk Mobile

# Who am I?



■ Niels Uiterwaal  
Product Owner



# Some remarks



Ask your questions in the chat! [My colleague Sanne is there to answer them](#)

You will get a recording afterwards

Reach out to us if questions come up after the webinar!



# What are we going to talk about

- Introduction
- Our findings
- The plan
- Short demo
- Going forward





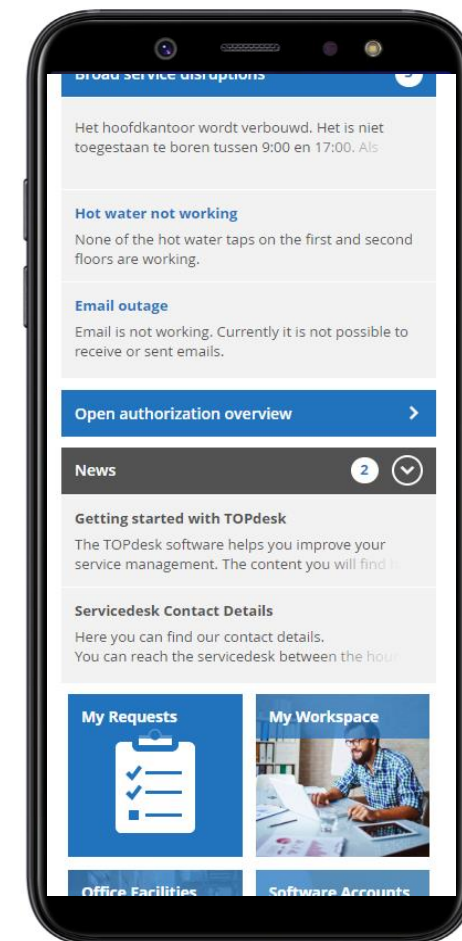
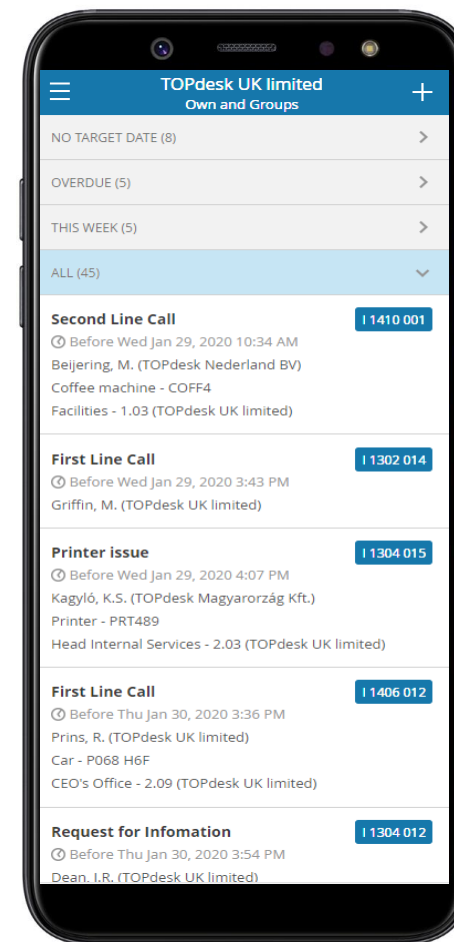
## ➤ Introduction

The first part of our story

**“We need mobile”**



# We had something, right?





## ➤ Findings

The pain points

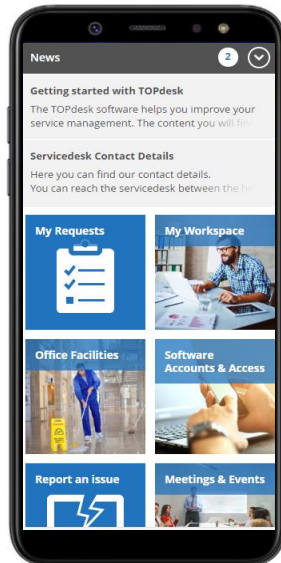


# But what exactly?



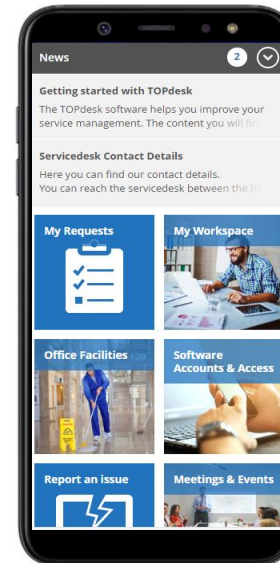
## End users

- Lots of users
- Limited or sporadic use



## Managers

- Few users
- Mostly checkups



## Operators

- Moderate amount of users
- Very intensive use



# Flow of mobile agents

Agents on the go – People that get a job assigned and go on site to fix the issue

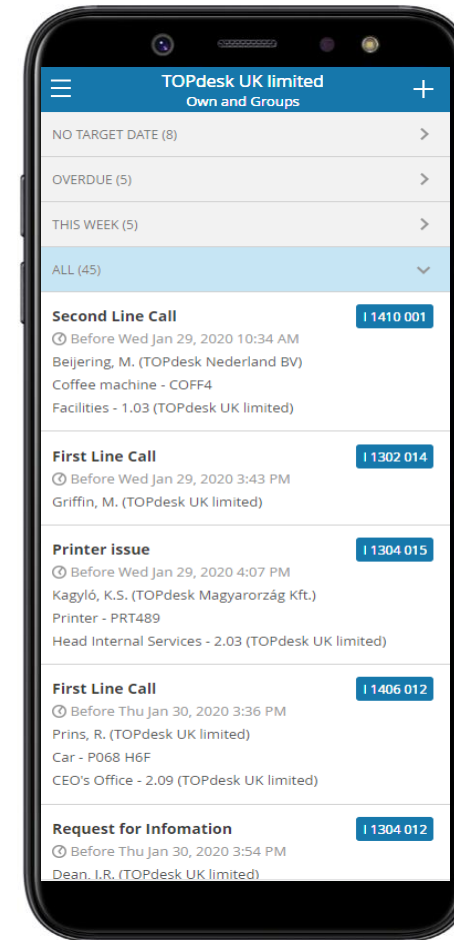
Agents working in “secure” should be able to do their daily job on site with this solution



# The (agent's) pains summarized

Current mobile interface does not:

1. Filter properly
2. Remember log in details
3. Deployment
4. No offline data available
5. Did not have all tasks available
6. Pictures for "old" incidents
7. Push notifications for high priority



# The (agent's) pains summarized

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What we will deliver

1. Extensive but simple filtering
2. Installable web app
3. Installable web app
4. Caching for both overview and task card
5. Will make IM, OM, CM and tasks available
6. Photo's and attachments on incident card
7. Installable web app



## **What functionality do you need most from TOPdesk on your mobile device?**

Give your answer in the chat.  
Start your message with  
“Next:”





## ➤ The plan

The third part of our story

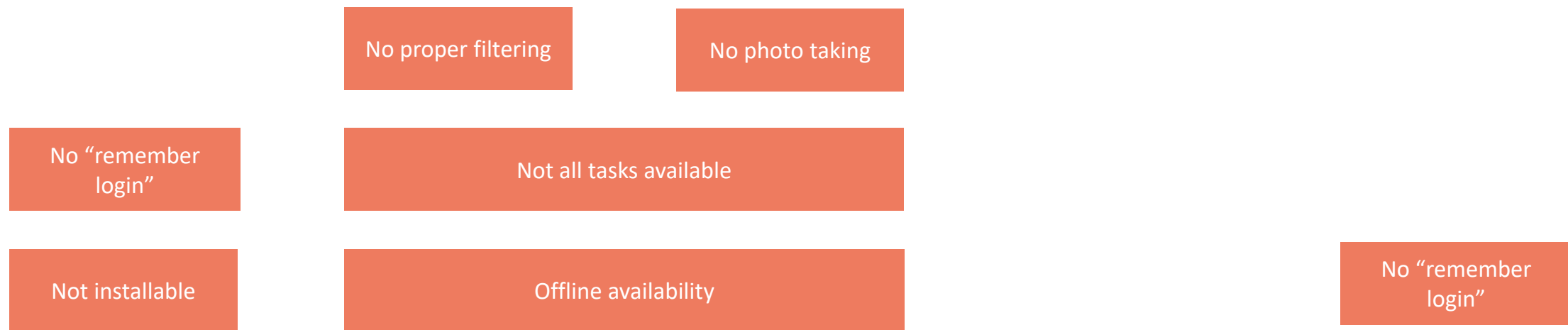
# Flow of mobile agents

Agents on the go – People that get a job assigned and go on site to fix the issue

Agents working in “secure” should be able to do their daily job on site with this solution



# Flow of mobile agents - Pains



Pains



Flow







## ➤ The demo

The last part of our story

# The demo

Not installable

No proper filtering

No “remember login”

No photo taking

Not all tasks available

Offline availability



# The demo - install

Not installable

No proper filtering

No “remember login”

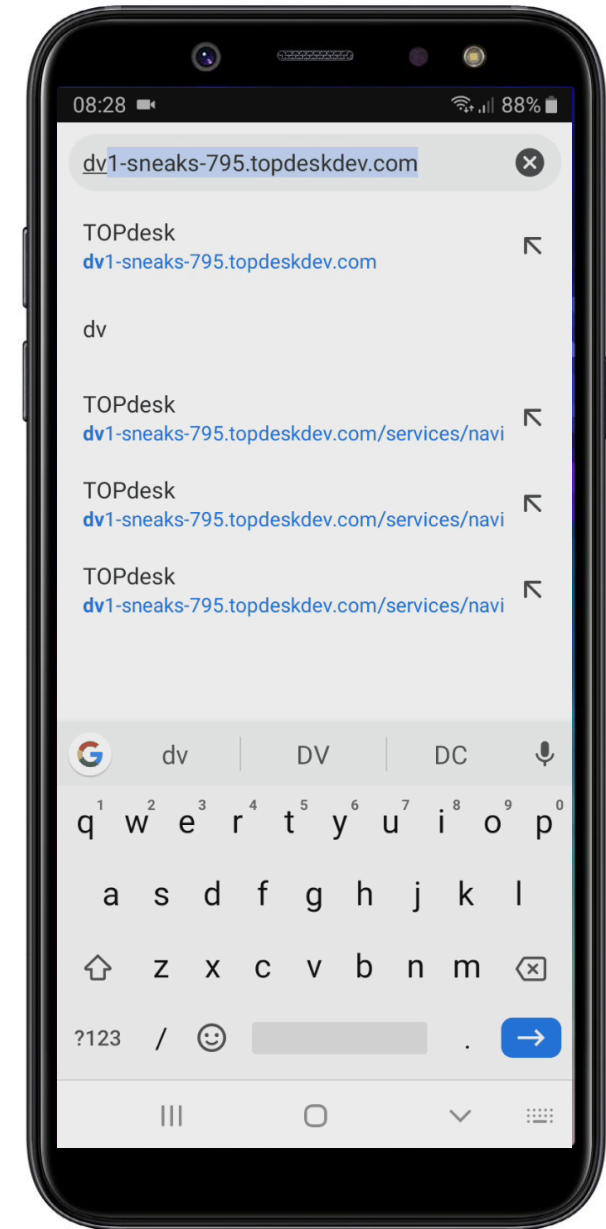
No photo taking

Not all tasks available

Offline availability

**Finished**

**Planned**



# The demo

Not installable

**Finished**

No proper filtering

**In progress**

No “remember login”

**Planned**

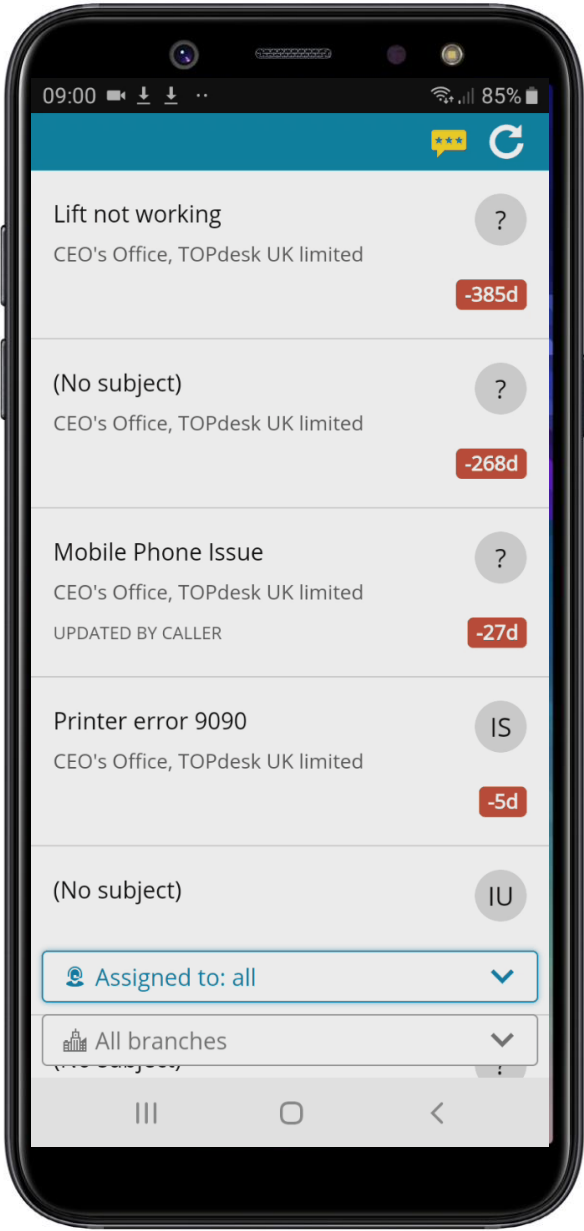
No photo taking

**Finished**

Not all tasks available

**Planned**

Offline availability



# The demo

Not installable

**Finished**

No proper filtering

**In progress**

No “remember login”

**Planned**

No photo taking

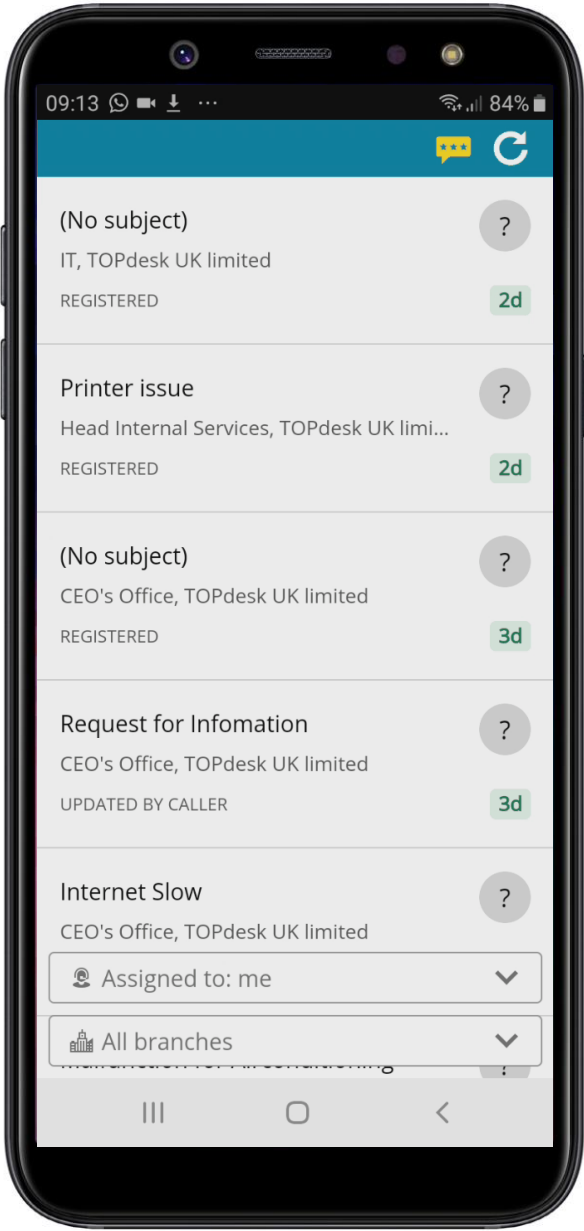
**Finished**

Not all tasks available

**Planned**

Offline availability

**Planned**

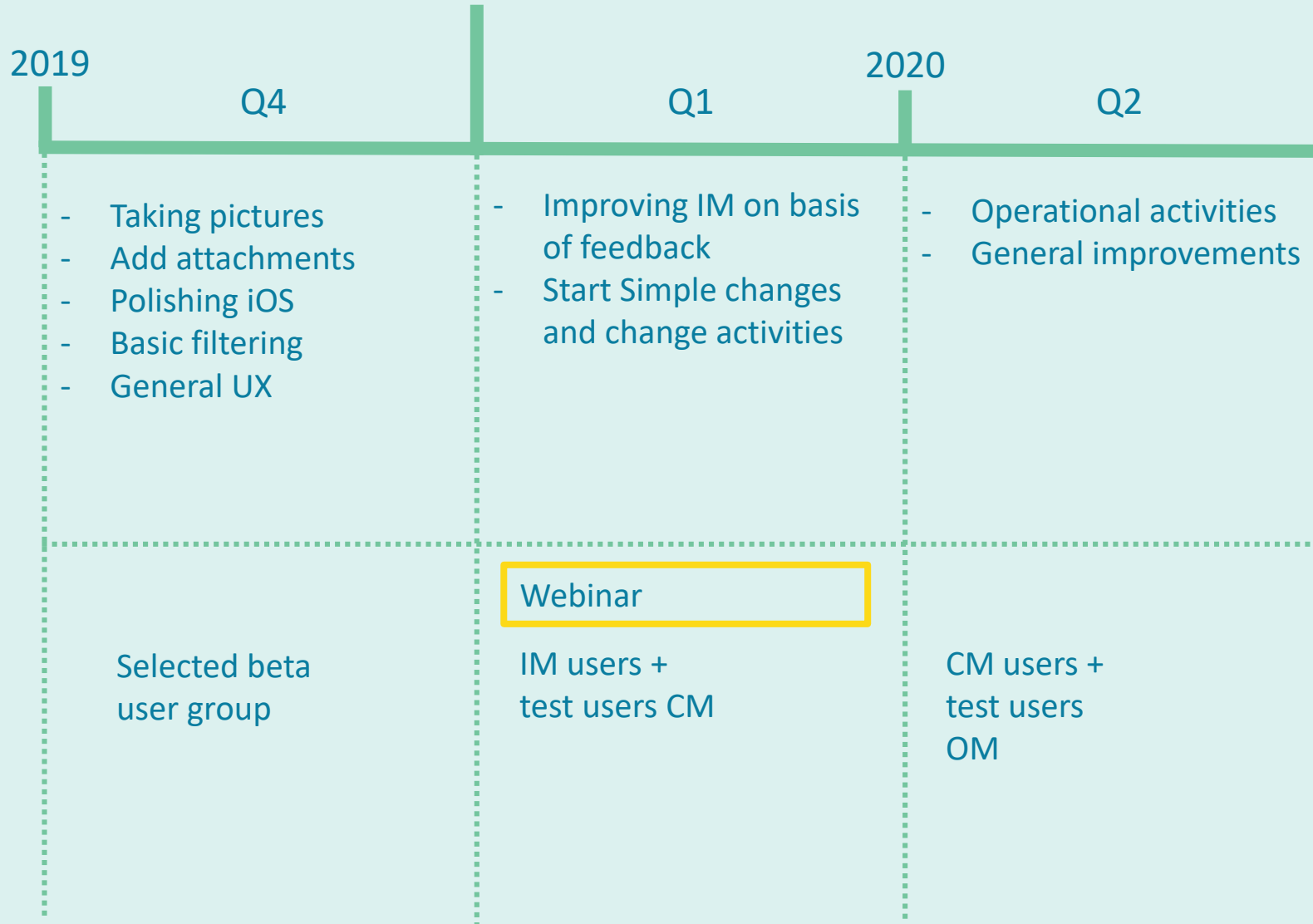




## Planning

The last part of our story

# The timeline



Preliminary  
subject to change



**What thing should we deliver first if  
you could pick one item?**

Give your answer in the chat.  
Start your message with  
“Next:”





# Wrapping up



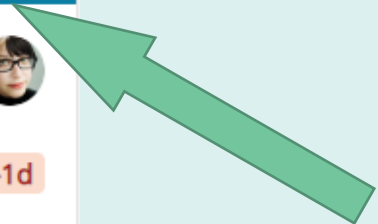

# Want to be one of the first users?

**Subscribe on:**


<https://Page.topdesk.com/mobile>

You will receive an email soon on how you can test it!






(No subject)  
IT, TOPdesk UK limited




-1d

Printer issue  
Head Internal Services, TOPdesk UK limi...  
REGISTERED




-1d

(No subject)  
CEO's Office, TOPdesk UK limited  
REGISTERED




7h

Request for Infomation  
CEO's Office, TOPdesk UK limited  
UPDATED BY CALLER




7h

Internet Slow



Assigned to: me

REGISTERED

 All branches

6d

Let us know what  
you think!



# Stay tuned

For feature- and other small updates:

<http://productroadmap.topdesk.com/>

Larger topics:

[https://page.topdesk.com/mobile,](https://page.topdesk.com/mobile)












# Thank you for attending

Follow us on social media



# Stick to the theme colors

Use	R/G/B
 Text	67/67/167
 Background and Heading	10/125/160
 Background and Text	0/0/0
 Background Alternative	186/226/223
 Background Chapter	115/197/158
 Background Chapter	238/123/95
 Chart and diagram components (4)	252/217/24
 Chart and diagram components (5)	249/163/92
 Chart and diagram components (6)	174/219/194



# Example of how to use an image

Lorem ipsum dolor sit amet,  
consectetur adipiscing elit. Maecenas  
porttitor congue massa. Fusce posuere,  
magna sed pulvinar ultricies, purus  
lectus malesuada libero, sit amet



## Example of how to use an image

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ultrices, purus lectus malesuada  
libero, sit amet





