Collaboration Platform

Who are we?

Esther de Winter
Product manager TOPdesk

Stefan van Opstal
Product manager TOPdesk

In this presentation

Developments in the market

TOPdesk Collaboration Platform

A lot of customer input

A supplier could need access to work on an incident. However even when I filter on organization and give an operator only read only access to incidents he can still do and see things that should not be possible.

If you have second line calls and you cannot solve the problem by yourself, you have to make a partial call for a external supplier.

We have a large amount of suppliers and consequently a large amount of requests/calls going to them.

We make heavy use of TD-TD integrations with our customers and have built these ourselves with the API and action sequences. There's a lot of room for improvement though."

When I want to ask a supplier to go to one of our customers, the supplier has to know where to go to.

Our organization would like to connect to our head-office that has a separate version of Topdesk.
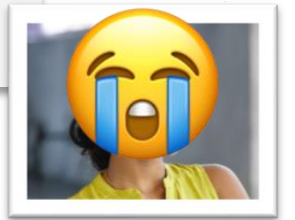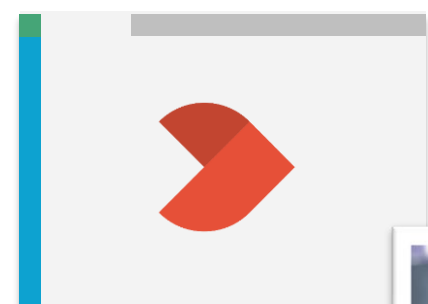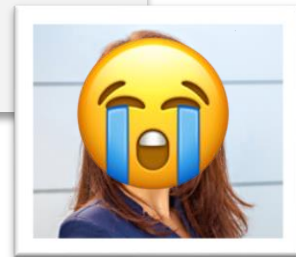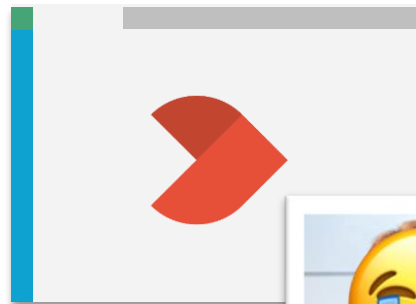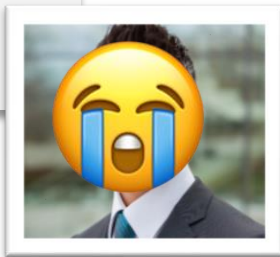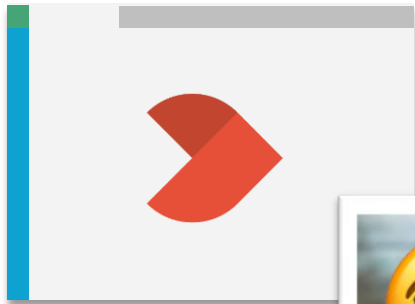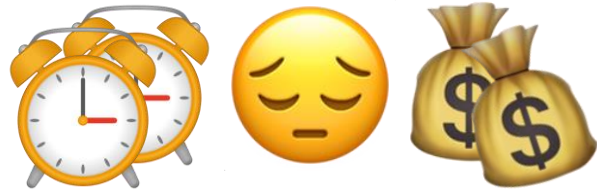
Enterprise Service Management

System Integration and Management

Collaboration Platform
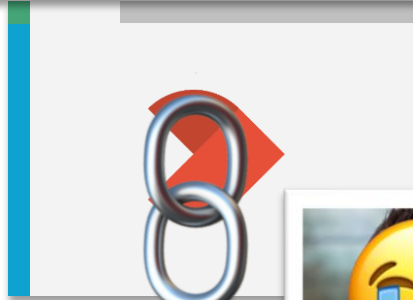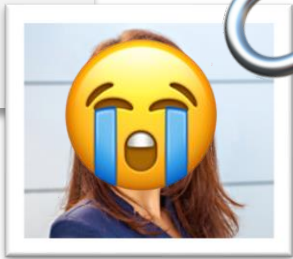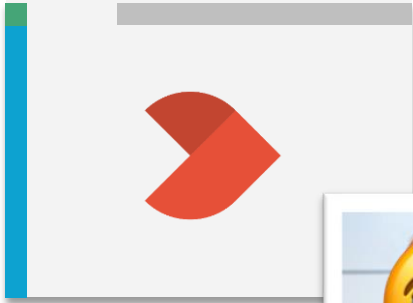
COLLABORATION PLATFORM

COLLABORATION PLATFORM

Seamless

Transparent

Independent
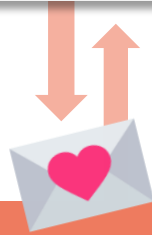
Let's see what this looks like!

I 1904 008 Smoking printer

Save | ★ | ↻ | Escalate | Create ▾ | More ▾

GENERAL   INFORMATION   LINKS   WORCADE   EXISTING PROBLEMS   RECENT INCIDENTS   RECENT CHANGES   ATTACHMENTS   AUDIT TRAIL   TIME REGISTRATION
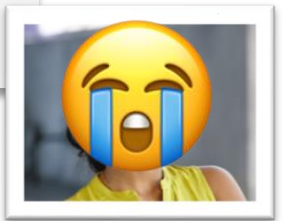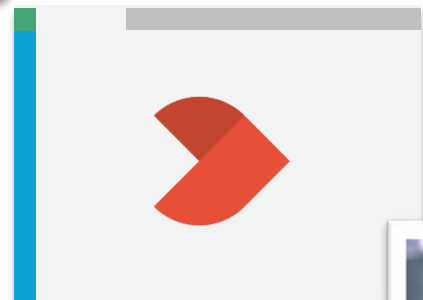
Adam, A.
Denton County Council
📇 +49 631 62400-111 - *Mobile Number*
✉ adm@topdeskdk.dk

Smoking printer
Failure - Telephone
Network & Data Communication   - Printer
External Number

PRI005
Printer
37.182.243.165

Planning
Priority	P7
Duration	1 week
Target Date	April 9, 2019 2:31 PM
On hold	

Processing
Operator Group	IT Services
Operator	IT Services
Supplier	
Status	
Responded	
Closed	
Time Spent	0:00 0:00

Meadows, D.   April 2, 2019 02:32 PM
Hey! The printer on the third floor is smoking again whenever I try to print something.

☐ Send to third party
☐ Make invisible to caller

B I U

Search knowledge items 🔍

First Line Calls

New First Line Call   New Second Line Call

Auto refresh   More

FILTER: not closed, only first line, last 6 days

Line	Call Number	Caller name	Branch (Caller)	Call Type	Status	Operator	Closed	Target Date	Category	Subcategory	Operator Group	Language
1	I 1904 007	Dawn Meadows -		Failure			No	April 3, 2019 2:03 PM				

Request	Action	Attachments

0 of 1 selected

I 1904 008   Smoking printer
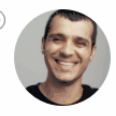
Save   Escalate   Create ▾   More ▾

GENERAL | INFORMATION | LINKS | WORCADE | EXISTING PROBLEMS | RECENT INCIDENTS | RECENT CHANGES | ATTACHMENTS | AUDIT TRAIL | TIME REGISTRATION

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Hey! The printer on the third floor is smoking again whenever I try to print something.

☐ Send to third party   Perfect Printers ▾
☐ Make invisible to caller

B I U

Show Actions, Emails, Attachments, Invisible to caller

Meadows, D.   Invisible to caller   April 2, 2019 02:33 PM
Hey Perfect Printers. PRI005 is smoking again. Could you come and take a look? Thanks!
⬚ Delivered to Perfect Printers

Search knowledge items

Setting up a relationship

Overview System Settings

Technical Settings

- ⚙ General
- E Exchange Calendar settings
- 📋 Clean up database
- 🛡 Personal data protection
- 🔍 Search

- 📑 Document and File Settings
- ✉ Email module
- TOPsis
- 🖼 Image import
- 🏛 Truststore Management

- 📊 CTI module
- 📊 Report/KPI
- 📂 Import folder

Functional Settings

- ⚙ General
- ⚗ Labs
- Chat NEW
- ⊕ Collaboration Center NEW
- W Worcade
- 🔒 Login Settings

- ✉ Email module
- 🏴 Region and Language
- Caller block
- Look & Feel
- 🛡 Personal data protection
- File maintenance

- 🖼 Images
- ⬢ Categories and Subcategories
- General Drop-down lists
- 🔔 Task notifications

Module Settings

- 🖥 Self-Service Portal
- 📖 Services
- 📕 Call Management
- 🔺 Problem Management
- 🏠 Change Management
- 🖌 Project Management
- Change and Project Management

- 📇 Visitor Registration
- Operations Management
- ⏱ Reservations Management
- 🖥 Item Management
- 📋 Asset Management
- 🏢 Property Management
- 📅 Long-Term Planning

- 📄 Contract Management and SLM
- ❓ Survey Management
- 📘 Knowledge Management
- 📌 Plan Board
- 📋 Task Board
- ➤ Action Management
- 👤 Supporting Files

SaaS Settings

- ⚡ Bespoke Work Management
- ⬍ Upload/Download files

Import Settings

- ✉ Mail import
- Customized imports
- 👥 Person imports

Functional Settings **Collaboration Center**

Save

LABS Welcome to the TOPdesk Collaboration Platform. Want to know more about upcoming features? Go to our website

Overview

▶ Technical Settings

▼ Functional Settings

  ⚙ General

  🧪 Labs

  📇 Chat NEW

  ⚛ Collaboration Center NEW

  W Worcade

▶ 🔒 Login Settings

  ✉ Email module

▶ 🏳 Region and Language

  📇 Caller block

▶ Look & Feel

  Personal data protection

▶ 📷 Images

  Categories and Subcategories

▶ General Drop-down lists

  Task notifications

▶ Module Settings

▶ SaaS Settings

▶ Import Settings

Setup

Organization name: `Perfect Printers` ✓

This is how you will be seen by your collaboration partners.

Service operator: `Collaboration Platform` ✓

ⓘ This operator will act as a special service operator that will create and update calls on behalf of your partner. The operator should have read permissions on 'REST API' and read, write and create permissions on 'First line calls' and 'Second line calls'. The operator should not have administrator permissions.

Connections

Organizations with which you can collaborate

Organizations

No connections yet

Create a connection code Use a connection code

Give us feedback

Seamless collaboration with partners and suppliers

❝ Working efficiently with my suppliers allows me to focus more on my core business.

☑ Send to third party

We'll bring a first version to Labs in the coming month*

We'd love to hear if we are on the right track.

What's next?

The Network Roadmap

- Processing of Incoming Messages

Functional Settings   Collaboration Center

Navigator

Save

Overview

- ▶ **Technical Settings**
- ▼ **Functional Settings**
  - ⚙ General
  - 🧪 Labs
  - ▤ Chat   **NEW**
  - ⊕ Collaboration Center   **NEW**
  - W Worcade
  - ▶ 🔒 Login Settings
  - ▤ Email module
  - ▶ 🏳 Region and Language
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  - ▶ 〰 Look & Feel
  - 🛡 Personal data protection
  - 🕒 File maintenance
  - ▶ 🖼 Images
  - ▶ 🔀 Categories and Subcategories
  - ▶ 🗐 General Drop-down lists
  - 🔔 Task notifications
- ▶ **Module Settings**
- ▶ **SaaS Settings**
- ▶ **Import Settings**

🧪 **LABS**   Welcome to the TOPdesk Collaboration Platform. Want to know more about upcoming features?   Go to our website

Setup

Organization name:

`The Shipping Company` ✅

This is how you will be seen by your collaboration partners.

Service operator:

`TOPdesk Collaboration Platform` ✅

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Default operator(group):

`Service Desk` ▾

ⓘ New calls of your partners will be assigned to this operator(group).

Connections

Organizations with which you can collaborate

Organizations

- ✅ Acme Corp   ⊘ Disconnect 〰
- ✅ Starteam Cappuccino   ⊘ Disconnect 〰
- ✅ Link Panther   ⊘ Disconnect 〰
- ✅ Blue Ink Printers   ⊘ Disconnect 〰
- ✅ The Gardeners   ⊘ Disconnect 〰

Create a connection code   **Use a connection code**

Seamless collaboration with partners and suppliers

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Functional Settings **Collaboration Center**

Navigator   Save

Overview

▼ **Technical Settings**
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   ⚙ General
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▶ **Module Settings**
▶ **SaaS Settings**
▶ **Import Settings**

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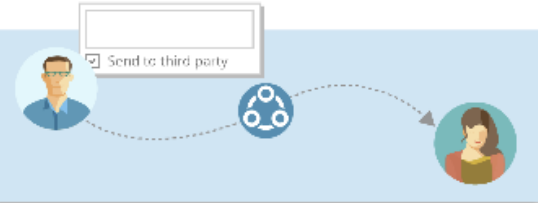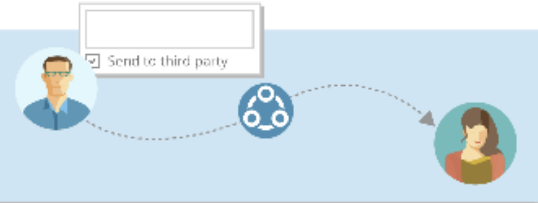✅ The Gardeners   ⊘ Disconnect ✎

    Create a connection code   **Use a connection code**

## Seamless collaboration with partners and suppliers

" Working efficiently with my suppliers allows me to focus more on my core business.

☑ Send to third party

The Network Roadmap

- Processing of Incoming Messages

- Automatic creation of required service operator

Functional Settings   **Collaboration Center**

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✓ Blue Ink Printers	🚫 Disconnect	✏️
✓ The Gardeners	🚫 Disconnect	✏️

Create a connection code   **Use a connection code**

Navigator   Save

Overview
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Functional Settings
⚙ General
🧪 Labs
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Collaboration Center   NEW
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🔒 Login Settings
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Import Settings

Seamless collaboration with partners and suppliers

❞ Working efficiently with my suppliers allows me to focus more on my core business.

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The Network Roadmap

- Processing of Incoming Messages

- Automatic creation of required service operator

- Permissions

- ...And more, depending on your feedback!
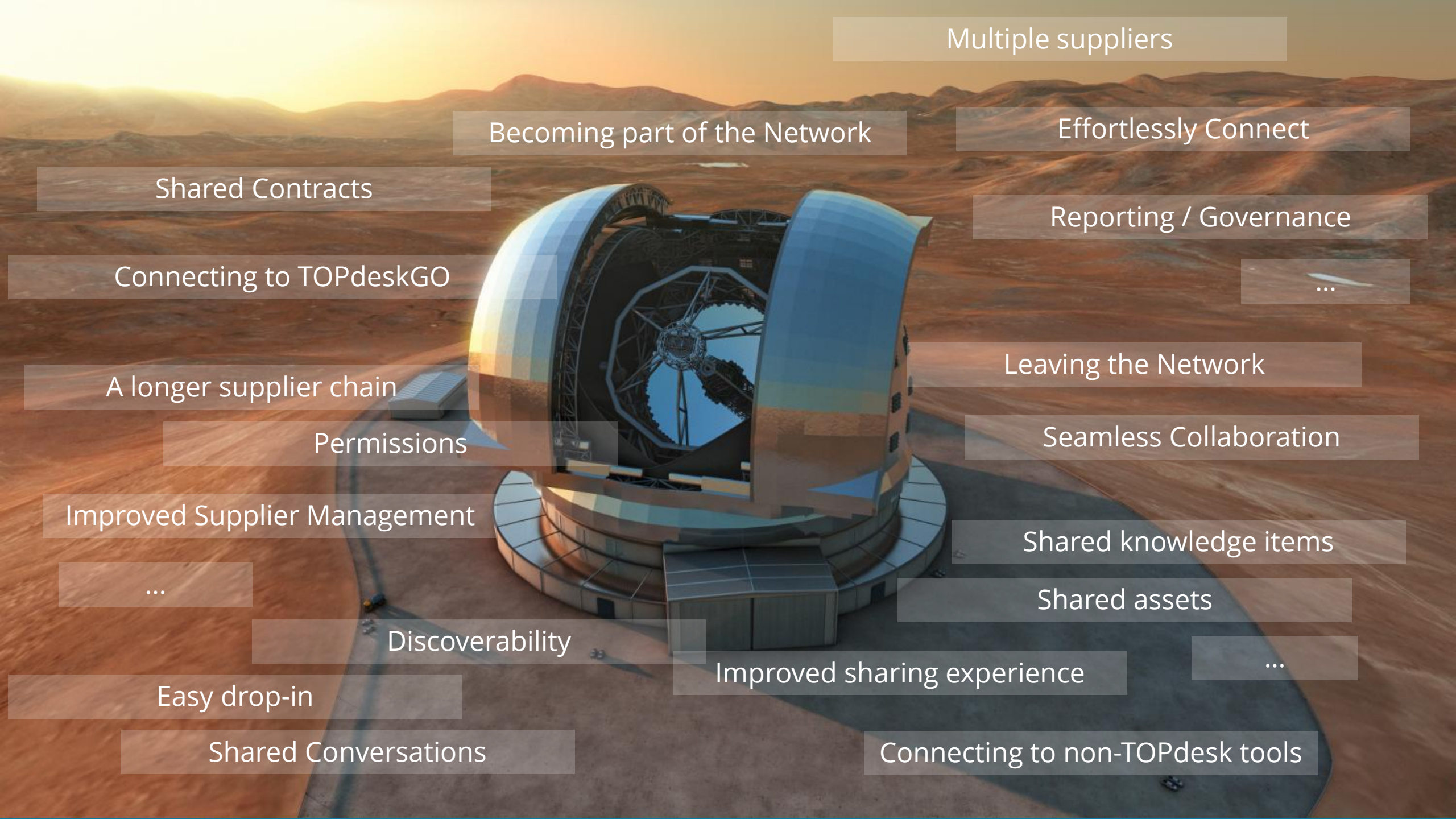
Multiple suppliers

Becoming part of the Network

Effortlessly Connect

Shared Contracts

Reporting / Governance

Connecting to TOPdeskGO

...

A longer supplier chain

Leaving the Network

Permissions

Seamless Collaboration

Improved Supplier Management

Shared knowledge items

...

Shared assets

Discoverability

...

Easy drop-in

Improved sharing experience

Shared Conversations

Connecting to non-TOPdesk tools

Let us know what you'd like to see next!

Our goal:

Service Excellence, even over the boundaries of organizations.

Do you have questions or feedback?

Thank you for attending!

We would love to hear from you.

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Stefan van Opstal
S.van.Opstal@TOPdesk.com