Product Update Q3

Who are we?

Stefan van Opstal

Product Manager

Marco Tonino

Product Manager

Nienke Best

Product Manager

Agenda for today

- TOPdesk's vision

- Demo of new & upcoming features

- Finding more information

We'll email you an overview afterwards

Vision

Driving an excellent service delivery around the workplace as a prerequisite for organization's success.

The key ingredients

Standard & Simple

Collaboration

Best of Breed
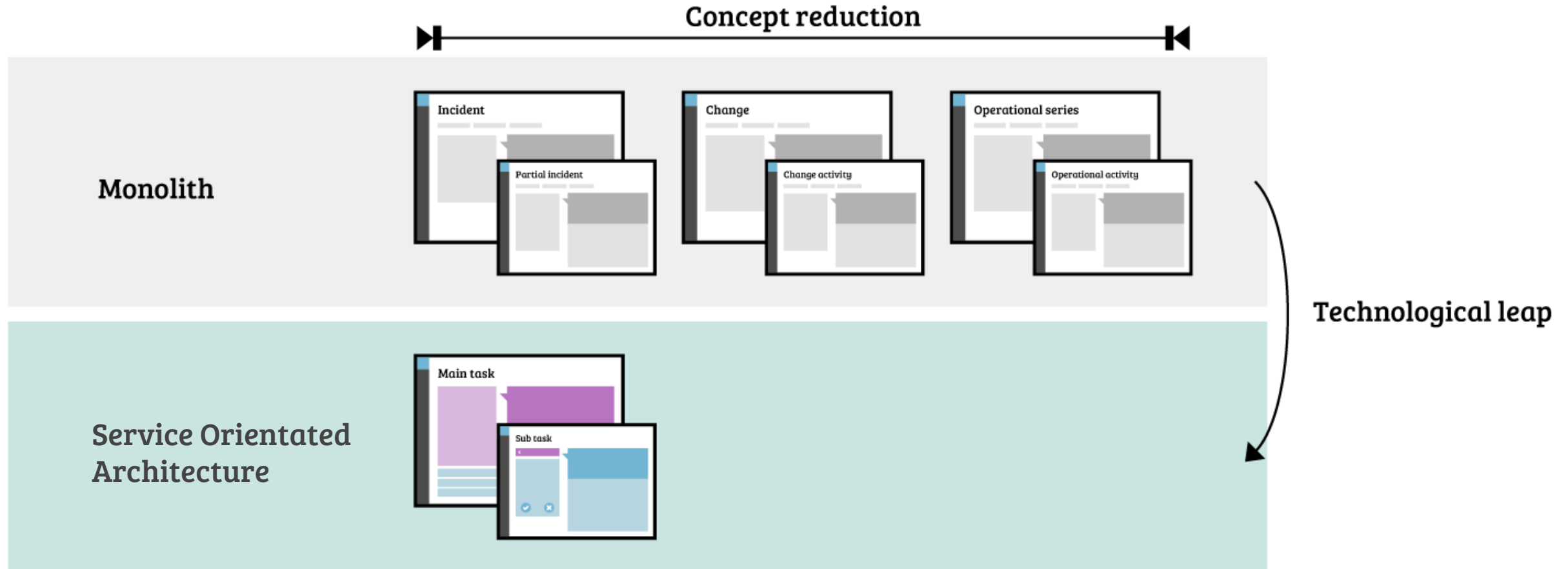
The key ingredients

Standard & Simple

Collaboration

Best of Breed

Product strategy
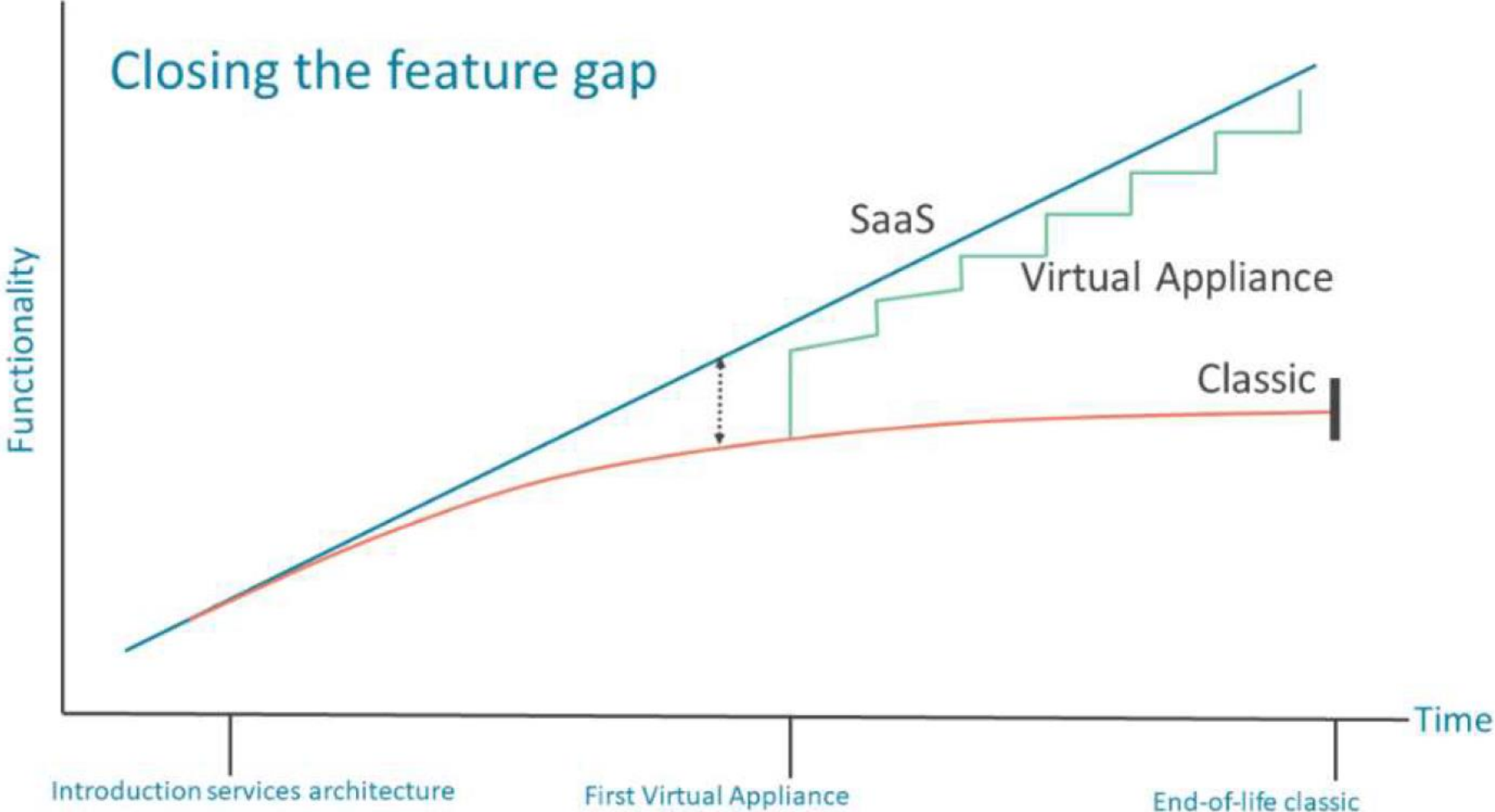
Virtual Appliance release with services

What: First VA release to contain service-based functionalities (beta)

Why: TOPdesk is moving to a service orientated architecture, but new service-based features weren't available to on-premises yet. We're closing that gap

Virtual Appliance release

Virtual Appliance release with services

Version: 2019 R4, out now (beta)

More information: extranet.topdesk.com > My TOPdesk > TOPdesk latest version

Concept reduction

Workflows and Tasks

One flexible concept for all processes

and associated work

page.topdesk.com/new-core-for-topdesk

I 1910 001 Second Lin... ✕
Dallion, B (TOPdesk F...

I 1910 001   **Second Line Call**

GENERAL   INFORMATION   LINKS   COSTS   WORCADE   CUSTOMER S.

▶ **Dallion, B**

TOPdesk France
+33 1 70 613412   -   *Mobile Number*
dallion@topdeskfr.fr

▶ **Details**

Failure - Telephone
IT Services   - New Hardware Installation
External Number

▶ **Object / location**

Object Type

Checklist   ✓ 1/3

☑ Install OS

☐ Set up user account

☐ Set up default wifi network

New subtask   *Template applied*

Planning

Impact	Person
Urgency	Normal
Priority	P7
Duration	2 months
Target Date	December 3, 2019 12:13 PM
On hold	
Monitored	
Expected Time Spent	0:00

Processing

Operator Group	IT Services
Operator	IT Services
Supplier	
Status	

Workflows - active/inactive

What: A toggle that makes your workflow template available when it's done

Why: Prepare your workflow template at your own leisure, without it being used in production halfway through

Search

Bookmarks

Caller Card

New First Line Call

New Second Line ...

New Request for C...

New visitor

Reservations Plan...

Change Calendar

Operations Manag...

Project Explorer

Knowledge Base s...

Modules

Dashboard

Action Explorer

More

Collapse

Edit

Set up laptop
Template designer

Template **Set up laptop**

Template is inactive

More

Install OS

...

Set up user account

...

Set up default wifi network

...

Set up email

Add   Cancel

Search

Bookmarks

Caller Card

New First Line Call

New Second Line ...

New Request for C...

New visitor

Reservations Plan...

Change Calendar

Operations Manag...

Project Explorer

Knowledge Base s...

Modules

Dashboard

Action Explorer

More

Collapse

Edit

Set up laptop
Template designer

Template **Set up laptop** ⊘ ✓ Saved   *Template is active* ⬤ More ▾

Install OS   •••

Set up user account   •••

Set up default wifi network   •••

Set up email

Add   Cancel

Workflows - active/inactive

Version: Now in Labs (SaaS)

More information: page.topdesk.com/new-core-for-topdesk

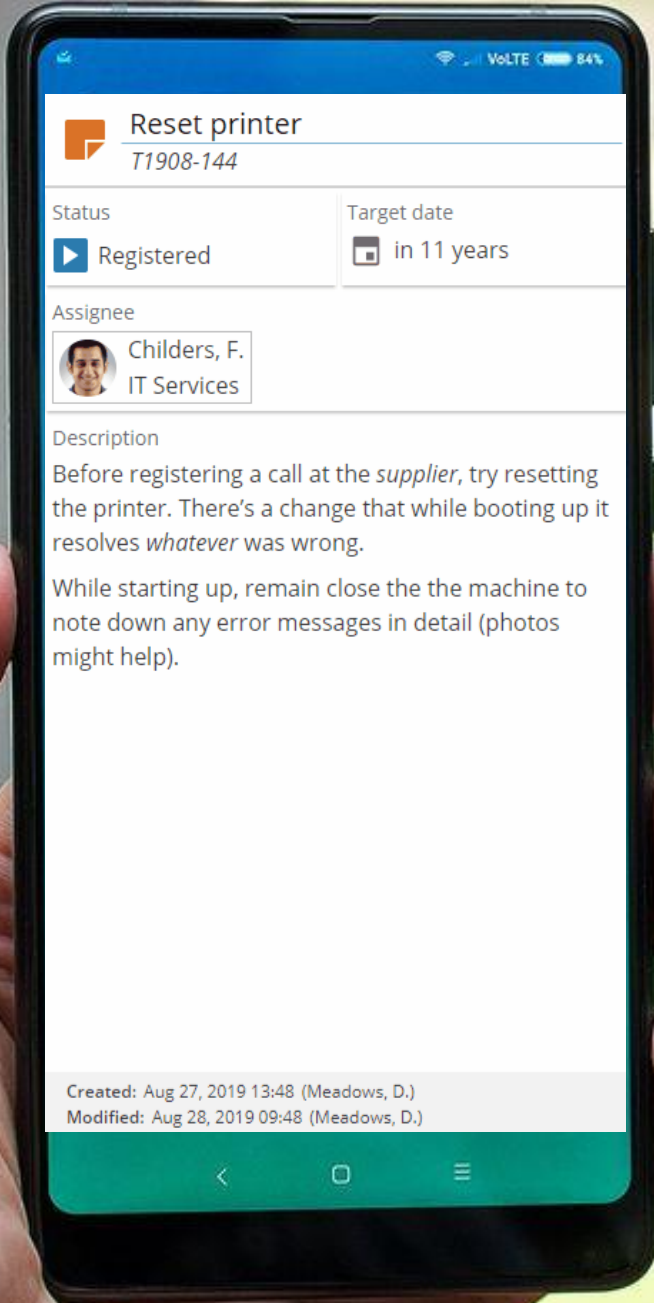# Workflows – Tasks instead of Partial Incidents

What: Switch Partial Incidents for Tasks in Checklists.

Why: First implementation of Tasks, enables long-term value delivery

Coming up

Standard & Simple ✔

Reset printer
T1908-144

Status
▶ Registered

Target date
🗓 in 11 years

Assignee
Childers, F.
IT Services

Description

Before registering a call at the *supplier*, try resetting the printer. There's a change that while booting up it resolves *whatever* was wrong.

While starting up, remain close the the machine to note down any error messages in detail (photos might help).

Created: Aug 27, 2019 13:48 (Meadows, D.)
Modified: Aug 28, 2019 09:48 (Meadows, D.)

Workflows – Tasks instead of Partial Incidents

Version: SaaS-only November 2019 (Labs)

More information: page.topdesk.com/new-core-for-topdesk

Workflows – First line incidents

What: Workflow (checklist) functionality on all Call cards

Why: Most requested addition to Workflows from customers

Version: December 2019 in Labs (SaaS)

More information: page.topdesk.com/new-core-for-topdesk

Incident Affiliation

What: AI-assisted discovery of related incidents

Why: Find problems faster and more thorough, preventing double work. Get to the root cause and tackle it.

Standard & Simple ✔

Add widget

...come User

Test

Module	👤	👥👤 ?
1 First Line Incidents	0	6
2 Second Line Incidents	0	4
Expected today (not yet checked in)	0	
All Visitors Present	0	

Tasks

Module	🕐	👥👤 ?
1 First Line Incidents	12	6
2 Second Line Incidents	5	4
Expected today (not yet checked in)	0	
All Visitors Present	0	

Latest News

Welcome to TOPdesk   November 2, 2009

TOPdesk is installed and ready to start customising.

If you have any problems please contact TOPdesk Support:

Telephone: +44 (0)20 7803 4210
Email: support@topdesk.com
Extranet Self Service Desk: https://extranet.topdesk.com

Selections, Reports and Shortcuts

Incidents
Selection - Incidents

Report/KPI - Incident Management

Calls by category and subcategory (last year)

- ● Hardware
- ● Facilities
- ● Software
- ● Vacation
- ● Unknown
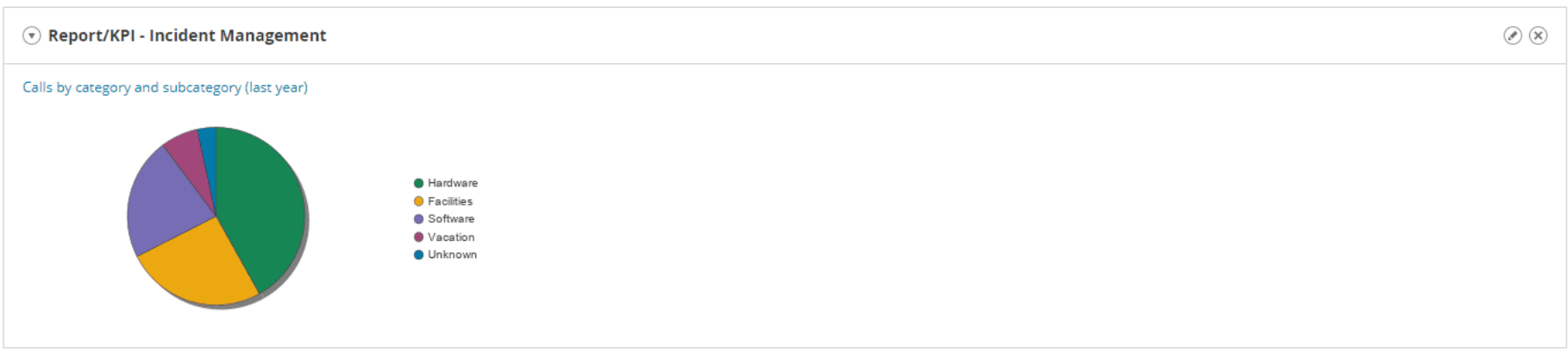
Main pages

Modules   **Dashboard**   **Settings**

Incident Affiliation

Version: Q4 SaaS

More information: Public roadmap

Mobile for Operators

What: A mobile interface for incidents, optimized for on-the-go use, including off-line functionality

Why: Be able to solve incidents anywhere and at any time, as not all work takes place behind a desktop
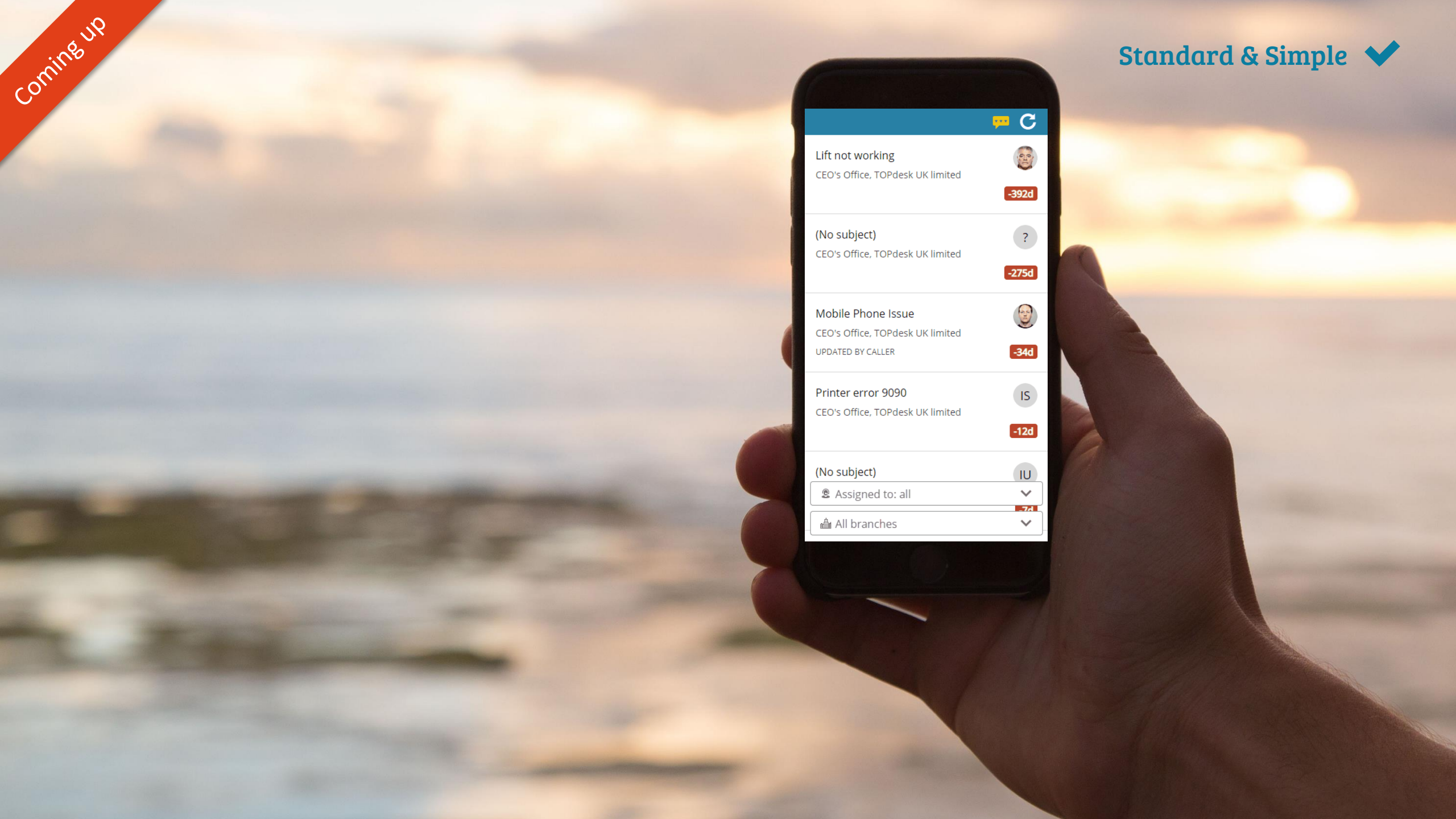
Standard & Simple ✓

Lift not working
CEO's Office, TOPdesk UK limited
-392d

(No subject)
CEO's Office, TOPdesk UK limited
?
-275d

Mobile Phone Issue
CEO's Office, TOPdesk UK limited
UPDATED BY CALLER
-34d

Printer error 9090
CEO's Office, TOPdesk UK limited
IS
-12d

(No subject)
IU

👤 Assigned to: all ⌄
-7d

🏢 All branches ⌄

Mobile for Operators

Version: Selected customers currently, wide release Q1 2020

More information: page.topdesk.com/mobile & Public Roadmap

Standard & Simple ✔

Concept reduction

Assets

One flexible concept to represents all resources in your organization

page.topdesk.com/en/the-new-asset-management

Asset Management - Email formatting

What: Format mail actions with rich text options

Why: Easy-to-read links, and emphasize text by making it bold, italic or underlined.

Standard & Simple ✔

Edit organizational defaults

Modules **New Asset Management**

Navigator «

▼ New Asset Management

For greater customizability, try the new version of Asset Management.

Go to the asset overview   Open the Asset Designer

- Self-Service Portal
- Call Management
- Problem Management
- Change Management
- Project Management
- Visitor Registration
- Operations Management
- Reservations Management
- Item Management
- Configuration Management
- New Asset Management
- Property Management
- Long-Term Planning
- Contract Management and SLM
- Survey Management
- Knowledge Management
- Plan Board
- Action Management
- Supporting Files

Asset Management - Email formatting

Version: Available on SaaS, aiming for Q4 on-premises

More information: Public roadmap

Asset Management – Automatic actions

What: Automatically send email (e.g. license expires) or update incidents

Why: Signalling users or external systems when something is up with an assets

Version: Q4 on SaaS, aiming for Q1 on-premises

More information: Public roadmap

Asset Management - Branch filters

What: Branch filters are taken into account when using Asset Management

Why: Enables migration to Asset Management

Version: Available on SaaS, aiming for Q4 on-premises

More information: [Public roadmap](#)

Asset Management – Barcode Asset audit

What: Asset audit results from a scanner can be used to update TOPdesk Asset Management, using barcode/QR-codes

Why: Keep you digital Asset Management synced with reality

Asset audit

New audit

? Instructions for use

Upload your CSV file

⚙

Open

This PC > Desktop > CS > Asset Audit

Search Asset Audit

Organize ▾   New folder

Name	Date modified	Type	Size
📄 Scanresult 1.txt	3/7/2019 3:35 PM	TXT File	6 KB
📄 Scanresult 2.txt	3/7/2019 2:31 PM	TXT File	5 KB

Documents
Downloads
Usability test
Pictures
Asset Audit
Defensie bezoek
Print
Promotion Material
Creative Cloud Files
OneDrive
This PC
3D Objects
Applications
Business
Confidential
Desktop
Documents

File name: Scanresult 2.txt

Aangepaste bestanden (*.csv;*.

Open   Cancel

CSV

Click here

or drag & drop a file

Show preview ›

Asset audit

New audit

? Instructions for use

Preview

Create report

311 Assets will stay the same (62%)	🟢	186 Assets will be updated (37%)	🔵	3 Assets cannot be updated (1%)	🔴

Assets will be updated (186) ⓘ

Asset ID	Current assignments	New assignment
💻 LAP00314	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00315	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00316	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00317	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00318	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00319	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00320	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00321	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00322	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00323	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00324	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00325	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00326	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00327	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00328	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00329	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00330	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)
💻 LAP00331	📍 Linus Torvalds (Delft Office)	📍 Alan Turing (Delft Office)

Process results ▸

Asset Management – Asset audit

Version: 9.04.001

More information: marketplace.topdesk.com/asset-audit/

Notes:

- Paid solution

E-learning for application managers

What: Videos and interactive cases to teach new application managers.

Why: Getting familiar with TOPdesk without the need for a (paid) (on-site) training by a consultant

How do I add a new branch?

When mapping out your organizational structure, you must first register your branch(es). Almost all data registered in TOPdesk – such as persons, rooms and objects– must be able to be linked to a particular branch.

The video below, will show you how you can add a new branch to your TOPdesk.
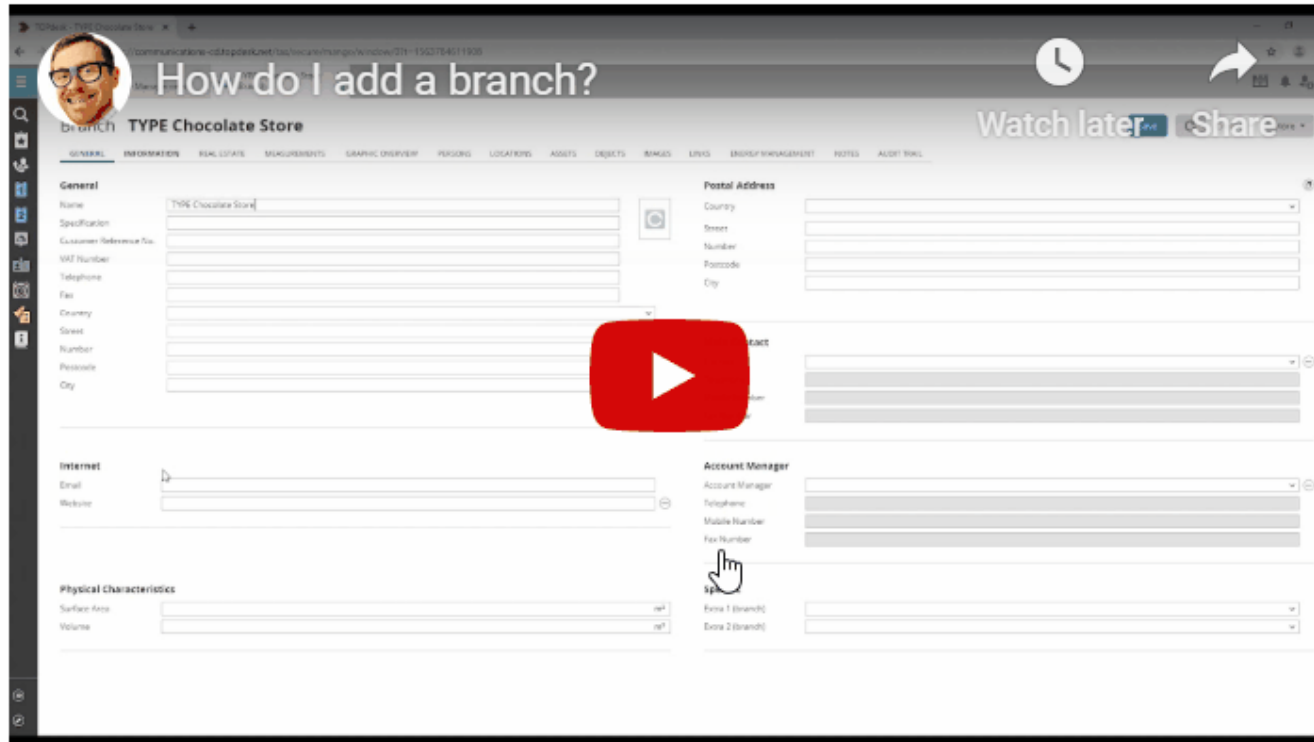
🗃Do you want to try it out yourself? Click here!

E-learning for application managers

Version: Supporting Files in October, Settings in Q4

More information: Public roadmap

Notes:

- Paid solution

- English and Dutch

Accessible Self-service Portal

What: WCAG 2.1 compliant Self Service Portal

Why: Make your Services digitally available to everyone, including people who can't use a mouse, are (color) blind, have low literacy, etc

Version: Continuous improvements, starting Q4

More information: page.topdesk.com/topdesk-and-accessibility

The key ingredients

Standard & Simple

Collaboration

Best of Breed

End user collaboration

Customer journey experiences are key for organizations to start with service excellence.

Share & Subscribe – Branch filter

What: Filter persons per branch in the SSP you share calls with

Why: Depending on your organization or how you support your customers, sharing with a single branch can be too limiting or deliberately needs to be limited.

Collaboration 💙

My requests

Show   Open ⌄   All types of requests ⌄

Remark: Facilities Services - Moving Office Supplies   ▶ Processing   Sep 17, 2019
I 1302 057
I was wondering if someone from facilities can help me move my workstation to the 2...

Failure: Building Areas - Office   ▶ Processing   Nov 13, 2018
I 1303 004
My chair is a little bit wobbly, is it possible to fix it. If not, is it possible to get a new one?

Collaboration

Overview **System Settings**

Technical Settings

⚙ General	📄 Document and File Settings	📇 CTI module
📧 Exchange Calendar settings	📧 Email module	📊 Report/KPI
📋 Clean up database	📊 TOPsis	📁 Import folder
🛡 Personal data protection	🖼 Image import	
🔍 Search	🗄 Truststore Management	

Functional Settings

⚙ General	📧 Email module	🗄 File maintenance
⚗ Labs	📍 Region and Language	🖼 Images
🗄 Chat **NEW**	📇 Caller block	📊 Categories and Subcategories
W Worcade	🖊 Look & Feel	📄 General Drop-down lists
🔒 Login Settings	🛡 Personal data protection	🔔 Task notifications

Module Settings

🖥 Self-Service Portal	📇 Visitor Registration	✒ Contract Management and SLM
📖 Services	🗄 Operations Management	❓ Survey Management
📕 Call Management	🕐 Reservations Management	ℹ Knowledge Management
🚧 Problem Management	🗄 Item Management	⚓ Plan Board
🏠 Change Management	🗄 Asset Management	📋 Task Board
🔑 Project Management	🏢 Property Management	✈ Action Management
📋 Change and Project Management	📊 Long-Term Planning	👤 Supporting Files

SaaS Settings

🗄 Bespoke Work Management	⇅ Upload/Download files

Import Settings

📧 Mail import	📥 Standard imports	🔧 Customized imports

Collaboration 💙

Remark: Facilities Services - Moving Office Supplies

I 1302 057

Albin, M.K.
Logged on September 17, 2019, 12:00 PM

I was wondering if someone from facilities can help me move my workstation to the 2nd floor as I moving offices. Thanks

Add reply

📎 Attach file   Send

⟨ **Share**

Shared with
One hidden sharee

▶ **Processing**
     by Harris, G.

📅 **Due date**
     September 18, 2019, 3:52 PM

Close

Type
Remark

Categorization
Facilities Services - Moving Office Supplies

How can we help you today?

Share & Subscribe

Version: Available for SaaS, R5 2019 for on-premise

More information: Public roadmap or blog.topdesk.com/updates/sharing-calls

Public forms

What: Publicly available forms. The initial release will be <u>one</u> standard embeddable form

Why: Make your services available to users outside of your TOPdesk portal, who do not have an account

Coming up

Collaboration

Better support, happy customers

Discover the power of simple service management software

Try TOPdesk online

Excellent service management made easy

★★★★★   Feb 4, 2019

" We have been on TOPdesk for 10 years; the onboarding experience was great and I would guess it has only improved.

Name*

Enter your name

Email address*

Enter your email address

Message*

Enter your message

Submit

Privacy - Terms

Jay Hamel
Sr. Vice President & C.O.O.
Information Technology and Services | 11-50 em...

Read full review

Call Management

Edit organizational defaults

Collaboration

Navigator

- Self-Service Portal
- Call Management
- Problem Management
- Change Management
- Project Management
- Visitor Registration
- Operations Management
- Reservations Management
- Item Management
- Configuration Management
- New Asset Management
- Property Management
- Long-Term Planning
- Contract Management and SLM
- Survey Management
- Knowledge Management
- Plan Board
- Action Management
- Supporting Files

Flow chart

First Line Call → Call in progress → Completed call → Closed call

Second Line Call → Call in progress → Completed call → Closed call

Partial Calls → Completed Partial calls
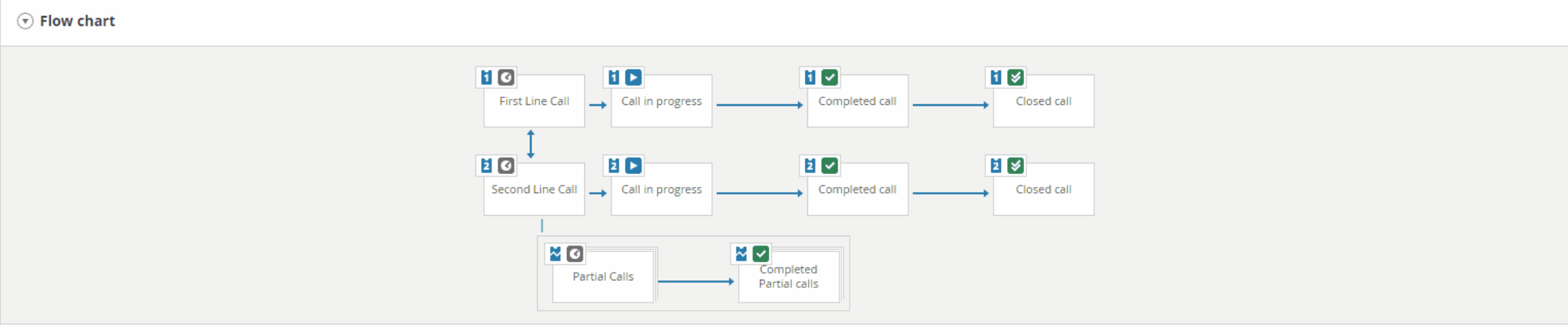
Overview

All
First Line Calls
Second Line Calls
Partial Calls
Standard Solutions

New

Caller Card
First Line call
Second Line call
Standard Solution
Selection

Selections

All Selections

Settings

Call Management

Shortcuts

No data

Public forms

Version: Q4 in Labs (SaaS)

More information: [Public Roadmap](#)

Team collaboration

Collaboration 🖤

Enable teams to improve their ways
of working with Agile methodologies
in TOPdesk.

Kanban Board - Multiple operator groups

What: Show calls and notes assigned to multiple teams on a single Kanban board

Why: To facilitate collaboration between teams, and to make the Kanban board easier to use at stand-ups and by team leads

IT Services

Filter   Current board: IT Services

Unprioritized	8	To Do	5	In Progress	2	Completed	0	Closed	4

Edit   Create ▾   Discover agile   ?

First Line Call

I 1501 010
IT Services
Overdue
Registered

Mobile Phone Issue

Email outage

Printer error 9090

Create a new Kanban Board ✖

Provide a title for the new board: Shared workboard IT Services and Security

Select the operator group(s) to add to your new Kanban Board:

- ☐ Application management
- ☐ Catering
- ☐ Facilities management
- ☐ Facilities USA
- ☐ Human Resources
- ☑ IT Services
- ☐ IT USA
- ☐ Mail import
- ☐ Marketing & Sales
- ☐ Medical Maintenance
- ☐ Reception
- ☑ Security

Save   Cancel

Printer issue

I 1304 015
IT Services
Overdue
Registered

First Line Call

I 1304 004
IT Services
Overdue
Registered

Internet Slow

I 1304 008
IT Services
Overdue
Registered

Request password reset

IS   I 1602 004
IT Services
in 5 days
Registered

I 1602 002
IT Services
in 5 days
Updated by caller

303 038
Services
5 days

605 001
Services
2 days

PC
302 025
Services
months ago

PC
302 022
Services
months ago

Kanban Board - Multiple operator groups

Version: 9.07.001

More information: Public Roadmap

Kanban Board – Change Management

What: Simple Changes and Extensive Change Activities on the Kanban Board

Why: An overview of all operator activities on the board

al Support Team

Filter   Current board: [Internal Support Team ▾]

Unprioritized	0	To Do	0	In Progress	0	Waiting	0	Closed	0

Unprioritized

Order new laptop charger
- C 1908 002
- IT Services
- in 4 days
- *Scheduled*

Office Chair
- FM C 1304 007
- Facilities management
- in 3 days
- *Ongoing*

Air Conditioning Unit Broken
- I 1506 031
- Facilities management
- in 3 days
- *Registered*

Create personal file
- 1908 000 > A 1142
- Human Resources
- Overdue
- *Ready to start*

Create Log in account
- 1908 000 > A 1143
- IT Services
- in 11 days
- *Not ready to start*

Set up PC
- 1908 000 > A 1144
- IT Services
- in 13 days
- *Not ready to start*

To Do

Printer issue
- I 1304 015
- IT Services
- Overdue
- *Registered*

Request password reset
- IS I 1602 004
- IT Services
- in 4 days
- *Registered*

Request for Infomation
- I 1304 012
- IT Services
- Overdue
- *Updated by caller*

Replace mouse for trackball
- IS C 1304 023
- IT Services
- in 5 days
- *Waiting for supplier*

Setup Workplace
- 1908 000 > A 1140
- IT Services
- in 13 days
- *Not ready to start*

Assign Locker
- 1908 000 > A 1141
- IT Services
- in 13 days
- *Not ready to start*

In Progress

Problems with email
- IS I 1602 003
- IT Services
- Overdue
- *Updated by caller*

Email outage
- IS I 1303 007
- IT Services
- in 4 hours
- *Processing*

Setup Workplace
- 1908 100 > A 1140
- IT Services
- in 13 days
- *Not ready to start*

Assign Locker
- 1908 100 > A 1141
- IT Services
- in 13 days
- *Not ready to start*

Waiting

Mobile Phone Issue
- I 1303 003
- IT Services
- Overdue
- *Updated by caller*

New Coffee Machine
- FM C 1304 019
- Facilities management
- in 7 days
- *Processing*

Payroll incorrect salary
- I 1303 041
- Human Resources
- Overdue
- *Completed*

New fridge coming
- FM C 1304 019
- Facilities management
- in 7 days
- *Processing*

Jackets too small
- I 1303 041
- Human Resources
- Overdue
- *Completed*

Replace PC
- IS C 1304 023
- IT Services
- in 5 days
- *Waiting for supplier*

Closed

Printer error 9090
- I 1303 038
- IT Services
- in 4 days
- *Solved*

Question about PC
- IS I 1302 025
- IT Services
- 4 months ago
- *Solved*

Email outage HU
- IS I 1303 007
- IT Services
- in 4 hours
- *Processing*

1st round interview
- 1908 000 > A 1138
- IT Services
- in 13 days
- *Not ready to start*

Job specific interview
- 1908 000 > A 1139
- IT Services
- in 13 days
- *Not ready to start*

al Support Team

Collaboration

Filter   Current board: | Internal Support Team ▾ |

| Unprioritized | 0 | To Do | 0 | In Progress | 0 | Waiting | 0 | Closed | 0 |

Order new laptop charger
- C 1908 002
- IT Services
- in 4 days
- Scheduled

Office Chair
- C 1304 007
- Facilities management
- in 3 days
- Ongoing

Air Conditioning Unit Broken
- I 1506 031
- Facilities management
- in 3 days
- Registered

Create personal file
- 1908 000 > A 1142
- Human Resources
- Overdue
- Ready to start

Create Log in account
- 1908 000 > A 1143
- IT Services
- in 11 days
- Not ready to start

Set up PC
- 1908 000 > A 1144
- IT Services
- in 13 days
- Not ready to start

Printer issue
- I 1304 015
- IT Services
- Overdue
- Registered

Request password reset
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- Registered

Request for Infomation
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Replace mouse for trackball
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- IT Services
- in 5 days
- Waiting for supplier

Setup Workplace
- 1908 000 > A 1140
- IT Services
- in 13 days
- Not ready to start

Assign Locker
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- IT Services
- in 13 days
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Problems with email
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Mobile Phone Issue
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- Processing

1st round interview
- 1908 000 > A 1138
- IT Services
- in 13 days
- Not ready to start

Job specific interview
- 1908 000 > A 1139
- IT Services
- in 13 days
- Not ready to start

al Support Team

Collaboration

Unprioritized	0	To Do	0	In Progress	0	Waiting	0	Closed	0

Unprioritized

Order new laptop charger
- C 1908 002
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- in 4 days
- *Scheduled*

Office Chair
- C 1304 007
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- in 3 days
- *Ongoing*

Air Conditioning Unit Broken
- I 1506 031
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- in 3 days
- *Registered*

Create personal file
- 1908 000 ＞ A 1142
- Human Resources
- Overdue
- *Ready to start*

Create Log in account
- 1908 000 ＞ A 1143
- IT Services
- in 11 days
- *Not ready to start*

Set up PC
- 1908 000 ＞ A 1144
- IT Services
- in 13 days
- *Not ready to start*

To Do

Printer issue
- I 1304 015
- IT Services
- Overdue
- *Registered*

Request password reset
- I 1602 004
- IT Services
- in 4 days
- *Registered*

Request for Infomation
- I 1304 012
- IT Services
- Overdue
- *Updated by caller*

Replace mouse for trackball
- C 1304 023
- IT Services
- in 5 days
- *Waiting for supplier*

Setup Workplace
- 1908 000 ＞ A 1140
- IT Services
- in 13 days
- *Not ready to start*

Assign Locker
- 1908 000 ＞ A 1141
- IT Services
- in 13 days
- *Not ready to start*

In Progress

Problems with email
- I 1602 003
- IT Services
- Overdue
- *Updated by caller*

Email outage
- I 1303 007
- IT Services
- in 4 hours
- *Processing*

Setup Workplace
- 1908 100 ＞ A 1140
- IT Services
- in 13 days
- *Not ready to start*

Assign Locker
- 1908 100 ＞ A 1141
- IT Services
- in 13 days
- *Not ready to start*

Waiting

Mobile Phone Issue
- I 1303 003
- IT Services
- Overdue
- *Updated by caller*

New Coffee Machine
- C 1304 019
- Facilities management
- in 7 days
- *Processing*

Payroll incorrect salary
- I 1303 041
- Human Resources
- Overdue
- *Completed*

New fridge coming
- C 1304 019
- Facilities management
- in 7 days
- *Processing*

Jackets too small
- I 1303 041
- Human Resources
- Overdue
- *Completed*

Replace PC
- C 1304 023
- IT Services
- in 5 days
- *Waiting for supplier*

Closed

Printer error 9090
- I 1303 038
- IT Services
- in 4 days
- *Solved*

Question about PC
- I 1302 025
- IT Services
- 4 months ago
- *Solved*

Email outage HU
- I 1303 007
- IT Services
- in 4 hours
- *Processing*

1st round interview
- 1908 000 ＞ A 1138
- IT Services
- in 13 days
- *Not ready to start*

Job specific interview
- 1908 000 ＞ A 1139
- IT Services
- in 13 days
- *Not ready to start*

Kanban Board – Change Management

Version: Upcoming, Q4 in Labs (SaaS)

More information: Public roadmap

Automatic Ticket Assignment

What: Automatic dispatching of 1st line tickets among available members of an operator group

Why: Help organizations where team leads, or managers are required to dispatch incoming tickets among their operators.
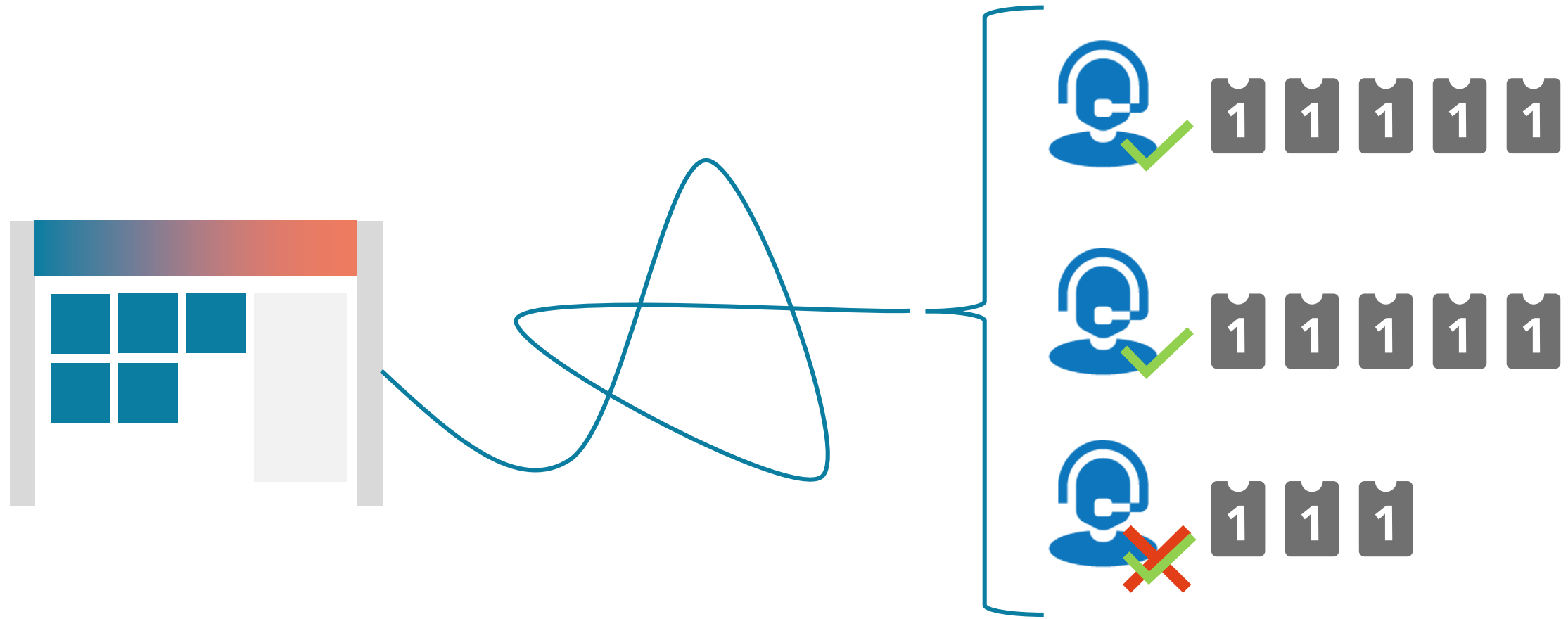
Automatic Ticket Assignment

Automatic Ticket Assignment

Version: Q4 in Labs (SaaS)

More information: Public Roadmap

Multiple Organizations

Collaboration is not confined to the walls of your own organizations.

Seamless collaboration with partners and suppliers
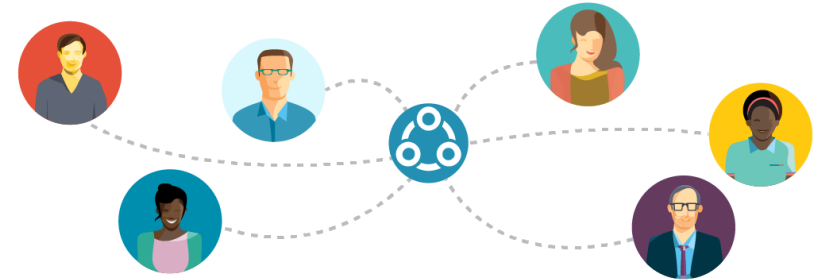
" Working efficiently with my suppliers allows me to focus more on my core business.

Collaboration Platform out of Labs

What: One central platform to connect multiple service management applications. For now: TOPdesk-TOPdesk only, the basics.

Why: To achieve service excellence over the full service chain by improving the collaboration with third parties.

Version: SaaS NL-3 (October), all SaaS datacenters (Q1 2020)

More information: page.topdesk.com/collaboration-platform

Collaboration Platform improvements

What: Functional improvements for the Collaboration Platform

Why: Improved collaboration interactions by increasing the usability and transparancy of the 'third party message sharing'.

Collaboration 💙

Functional Settings   Collaboration Center

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

Save ↩

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
   🕗 File maintenance
▶ 🖼 Images
   ⛓ Categories and Subcategories
▶ 📋 General Drop-down lists
   🔔 Task notifications

Setup

Organization name: [The Shipping Company] ✅

This name is how your collaboration partners will identify you.

Default operator (group):   [Service Desk ⌄] ✅

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

When receiving an update from your partners

Set status to: [Updated by 3rd party ⌄] ✅

Connections

Organizations you are collaborating with:

Organizations

The Gardeners   Connected ✅ [Disconnect]

Seamless collaboration with partners and suppliers

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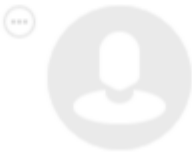
Send to third party

First Line Calls
To Do

19 05 00011 First Line…
Hendrik Jan de Tuinm…

19 05 00011   **First Line Call**

Card has been saved   Save   ★ C   Escalate   Create ▾   More ▾

GENERAL   INFORMATION   LINKS   WORCADE   ATTACHMENTS   AUDIT TRAIL (1)   TIME REGISTRATION

▶ **Hendrik Jan de Tuinman**   …

The Gardeners Co.   - Room (Caller)
Telephone Number   - Mobile Number
Email

Share with others

▶ **Details**   💡 …

Call Type   - Telephone
Category   - Subcategory

▶ **Object / room**   …

Object Type

Collaboration Platform

🔗 Sent to The Frequent Flyers
🚚 Reference: 1905-3097

Planning   ✎

Impact

Urgency

Priority

TOPdesk Collaboration Platform   May 22, 2019 09:32 AM

Hendrik Jan de Tuinman:

We have a shipment for you!

🔗 Received from The Gardeners, Reference: 2019-1131   ▶ ✎ ✚ 🗑

☐ Send to third party
☐ Make invisible to caller   B I U 🖼 📎 ⑧ ⬇ ⛶

👁 Show Actions, Emails, Attachments

Captain Kirk   May 24, 2019 10:32 AM

Hey Flyers, this needs to be sent by airfright, can you pick it up?

🔗 Delivered to The Frequent Flyers ✔   ▶ ✎ 🗑

Collaboration Platform   May 23, 2019 01:06 PM

Hendrik Jan de Tuinman:

Nothing arrived yet…

Collaboration Platform improvements

Version: Available for SaaS

More information: page.topdesk.com/collaboration-platform

The key ingredients

Standard & Simple

Collaboration

Best of Breed

SLA available in the Incident API

What: Link valid SLA to an incident

Why: Integrations/automations can create an incident with the correct SLA, updating the target date and priority

Version: Q4

More information: Public roadmap

Knowledge Base API

What: Write and read knowledge items using the API

Why: Enable imports to the Knowledge Base from external sources

Version: Q4

More information: Public roadmap

Marketplace Solutions (marketplace.topdesk.com)

› TOPdesk Marketplace

Learn more about [TOPdesk]

Search ...

Categories

Uncategorized   Add-on   Authentication

Data integration   Look & Feel   Monitoring

Process integration   Reporting

Shareable Solution

Creator

☐ TOPdesk (35)

☐ Partner (61)

Price

☐ Free (24)

☐ Paid (72)

Consultancy

☐ With consultancy (84)

☐ Without consultancy (47)

Hosting availability

Sort by latest ▼   Showing all 96 results

linknow io

Barracuda Managed Workplace integration

[Be the first to rate this!]

Trouble Tickets and Devices are automatically created as Incidents and Assets in TOPdesk and continuously kept in sync both ways.

XELION

Xelion integration

[Be the first to rate this!]

AENC.

AENC Room Management

[Be the first to rate this!]

AENC is al bijna 25 jaar kennispartner en leverancier op het gebied van audiovisuele en ICT-oplossingen. Denk hierbi...

Chatbot Amelia – Digital Service Desk Employee

[Be the first to rate this!]

Our Digital Service Desk Employee, a highly intelligent virtual chatbot, powered by the Cognitive Agent Amelia, frees up I...

solarwinds msp

SignRequest

Marketplace Solutions (marketplace.topdesk.com)

Xelion integration

Be the first to rate this!

Chatbot Amelia – Digital Service Desk Employee

Be the first to rate this!

Our Digital Service Desk Employee, a highly intelligent virtual chatbot, powered by the Cognitive Agent Amelia, frees up I...

SolarWinds MSP N-central Integration

Be the first to rate this!

Notifications

Good to know

State of the Product

What: The past period our SaaS customers experienced poor reliability and performance. We are taking the necessary steps to prevent these in the future, both technical as organizational.

Why: The state of the product is not in line with the quality and experience we aim for. We want to deserve your trust.

Version: Continuous

More information: status.topdesk.com

Ending support for Internet Explorer 11

What: TOPdesk will no longer support the Internet Explorer 11 browser in the future

Why: Better TOPdesk experience with more modern features

Version: To be determined

More information: page.topdesk.com/internet-explorer-11

Postponed project; End-user feedback

What: Feedback API without login

Why: End-users providing feedback using email (for example) without logging in, lowering barriers and allowing for more feedback

Finding more information

Roadmap   productroadmap.topdesk.com

UserVoice   tip.topdesk.com

Marketplace   marketplace.topdesk.com

Release notes   releasenotes.topdesk.com

Update blog   blog.topdesk.com/updates

Webinars   page.topdesk.com/webinars

Thank you for attending

We'd love to hear from you!

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›TOPdesk