



**RELEASE ANNOUNCEMENT**  
**Kaseya Service Desk (KSD)**  
**Version 1.3**

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# KASEYA SERVICE DESK

## OVERVIEW

Building on the momentum of the inaugural release of Kaseya Service Desk (KSD) in early 2010, KSD version 1.3 raises the bar once again with increased performance, additional integration points and improved organization visibility in addition to many usability enhancements. KSD 1.3 is engineered for greater integration with other Kaseya products including our new Session Timer and Timekeeping module available in the 6.1 release and our new Kaseya Service Billing Module. Technicians will benefit from organization and contact visibility directly from ticket entry including complete ticket history. KSD workflow has also been significantly improved with the introduction of Task level assignments for more complex tickets that may require multiple technicians to be involved.

The screenshot displays the Kaseya Service Desk interface. At the top, there is a navigation bar with a dropdown menu set to 'admins' and a page indicator showing 'Selected: 1 | Viewing: 1-3 of 3'. Below this is a table listing users:

ID	Organization Name	Contact Name	Phone Number	Email Address
admins	Administrative Systems			
us.dharma	The Dharma Initiative	Ben Linus	724-438-5656	
us.intech	Intech Software	nick pappas	null	nick.pappas@kdemo.local

Below the user list is a navigation bar with tabs for 'General', 'Machine Groups', 'Departments', 'Staff', and 'Tickets'. The 'Tickets' tab is selected. Underneath, there are buttons for '+ New', 'View', 'Edit', and '+ Add Note'. A search bar contains 'STD000019' and a page indicator shows '100'. Below this is a table of tickets:

ID	Summary	Status	Stage	Priority	Severity	Category	Subcate...	Resolution	Submitter
STD000019	I need help from Kevin specifically	Escalated	Tier1	Medium		Kaseya			kevin.franck
STD000018	I need help	Escalated	Identified	Medium		Kaseya			kevin.franck
IN012018	Monitoring generated Service ALARM at 2:30:26 pm								
IN012014	Monitoring generated Service ALARM at 12:30:39 pr								
IN012012	Monitoring generated Service ALARM at 10:30:29 ar								
IN012011	Monitoring generated Service ALARM at 8:30:24 am								
IN012010	Monitoring generated Service ALARM at 6:30:18 am								
IN012003	Monitoring generated Service ALARM at 4:30:18 am								

An 'Edit a Task' dialog box is open, showing the following details:

- Task Number: IN002947.1
- Description\*: Server Maintenance
- Assignee\*: A dropdown menu with options: mark.sutherland, patrick.schreifels, matt.thompson
- Est. Hours: 2
- Projected Date: 02/10/11 5:04:30 am



## FEATURES

### ORGANIZATION & CONTACT SEARCH

A new search window that provides a simple way to search for organizations or contacts by a variety of filters. The results are displayed within an easy to use tabbed grid.

- View organization details with custom fields
- View Associated tickets
- View, add or edit tasks and notes associated with ticket

### TASK ASSIGNMENTS

Provides a method for technicians to break out remediation tasks for service requests and tickets into sub-tasks with specific technician assignments and actions.

- Add notes and time to tasks
- View all tasks associated with technicians from inquiry window

### TICKET ENTRY ENHANCEMENTS

The Ticket entry process has been greatly improved to streamline the entry of new tickets in addition to tracking and reviewing responses.

- Create ticket from an optional entry form. Useful when capturing information for an issue that may require less or more information
- Complete visibility of organization details, custom fields, machine groups, departments and machines
- Ticket entry form user preference
- Task note visibility from notes window
- Hidden note created from copy ticket operation along with source ticket attributes
- Visibility of Service Billing Work orders
- Ability to reference Work Order line and activity type from Notes tab
- Billing rate override

### NOTES ENTRY FROM TICKET LISTING

Technicians can save time and processing steps by adding notes to an existing ticket directly from the ticket listing grid.

### COPY TICKET OPTIONS

Additional options have been provided during to the copy ticket operation to improve productivity.

- Copy Ticket with no changes to original
- Copy ticket and close original
- Copy Ticket and archive original
- Copy Ticket and delete original

### SESSION TIMER INTEGRATION

Session timers can be assigned directly within ticket entry for utilization and billing purposes.

### USABILITY IMPROVEMENTS

KSD 1.3 usability improvements provide users a more intuitive experience to help streamline navigation, processing and learning.

- Renaming of tasks to better align with process being performed
- Filter Email Responses based on Subject Line
- Streamlined desk activation process
- Import and Export through new centralized Kaseya Import/Export Center
- Used-By Display for KSD procedures
- Projected Date as user preference for color highlighting
- Immediate response of sub-category upon selection of category
- Ticket parameter no longer required on response email from customer

### NEW DESK TEMPLATES

Three new desk templates are available within Service Desk replacing the existing Standard and demo desks.

- **Customer Service Basic:** Includes key tracking fields for logging and remediation of end user ticket requests, but without automated



processes steps. It is geared for smaller departments that may not require automated escalation rules to process and close open tickets.

**Customer Service Automated:**

Includes key tracking fields for logging and remediation of end user ticket requests, including automated escalation rules such as stage assignment and template email responses. It is geared for larger departments that have escalation procedures based a defined Service Level Agreement.

**RELEASE LOGISTICS**

***Update Best Practices***

We know that Kaseya is a mission critical application within your organization. As such, proper planning and process is necessary for upgrades or changes to these systems. Failure to plan properly and follow a change management process will yield less than desirable results.

***Availability***

Controlled Release – February 2011

On-Premises Availability – April 19, 2011

On-Demand Availability – On or before 45 days of on-premises availability

**On-Premises Requirement**

Kaseya 2 version 6.1 or higher. Customers moving from older versions of Kaseya including version 5, should plan accordingly. This would include a review of current system requirements in addition to running in a controlled environment prior to upgrading their production server.

**On-Demand Requirement**

Version 6.1 or higher

***Web Casts and Training***

Q1-Q2 2011 – Overview and Training

***Pricing***

***Perpetual***

- Starting at \$2,500\* per desk

***Subscription***

- Included with Kaseya Advanced

\* Regional price factors will be applied

***Purchase Options***

Kaseya Service Desk is sold as an add-on module for Perpetual and Subscription licensing

**AGREEMENT**

The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya’s “Click-Accept” Software and Service Terms and Conditions and the applicable EULA as updated from time to time by Kaseya at <http://www.kaseya.com/legal.aspx>. If Customer does not agree with the Agreement, please do not install, use or purchase any Software and Services from Kaseya