

VI Service Desk -- A Lotus Notes Help Desk

Date: 09-02-2005 09:02 AM CET

Category: [IT, New Media & Software](#)

Press release from: [Velocity Integrations Software, Inc.](#)

Velocity Integrations Software, Inc. is the provider of the VI Service Desk; a Lotus Notes Help Desk solution. All the features required to run a successful Help Desk are contained in a highly intuitive and clutter free operating environment. The VI Service Desk is an extremely scalable solution with a compelling cost-benefit ratio for small to large businesses.

The VI Service Desk is extremely easy to install, with less than 1 hour of set up time required. We feel that most of your implementation time should be spent optimizing your business rules and Help Desk workflow, not managing your Help Desk application. Our service is extremely pro-active, and a person is always available to quickly address your needs.

With the release of Version 3.0 this November of 2005; Velocity Integrations will be well positioned for continued growth, while at the same time expanding its services and product capabilities.

Features of the VI Service Desk and Enhancements for 3.0

Ticket Logging capabilities via Email, Manual Submittal, End User Self Help Portal on Web and Notes Client.

Hardware and Software Asset Management – with Automatic Polling Tool.

Ad-Hoc Reporting that provides the user with a flexible set of tools and criteria to generate virtually any type of report. Version 3.0 will provide the ability to export reports to an Excel format for increased portability and flexibility.

Knowledge Base Management for both Analysts and End Users.

Comprehensive Work History, Audit Trails and notification capabilities.

Fully integrated SLA and Escalation Rules to auto-notify and assign the proper resources. Version 3.0 will provide the ability to send out time interval based notifications, to ensure that issues are resolved.

Managed task assignment for service tickets. Version 3.0 will further enhance task assignment capabilities by providing templates that can be generated to auto-assign tasks for a service ticket based on a problem or service category.

Velocity Integrations Software is excited about the future and extending its services to an ever smaller global community.

Velocity Integrations Software, Inc.

1809 5th Avenue

Troy, New York 12180

contact@velocityintegrations.com

For more information +1 518 720 3020

[You can find this press release here](#)