

## HELPDESK

*MicroMain™ HelpDesk helps you centralize your maintenance request process, streamline work order routing, and increase efficiency.*

Instead of receiving multiple maintenance work requests on the fly, use MicroMain HelpDesk to centralize submissions and ensure proper handling of the requests. With this software, you are able to screen all work requests and determine the appropriate action. You can also increase requester satisfaction with prompt responses and status communication.

### CENTRALIZE WORK REQUESTS

With MicroMain HelpDesk, you'll centralize the submission of work requests from customers, staff, tenants, or other requesters. Your requests may come in through:

- MicroMain Web Request
- Telephone
- Email
- Walk-in

By receiving all work requests in one place, you can be sure to collect all information needed before a work order is created or a technician is dispatched to do the work. If you use MicroMain Web Request, all web request submissions come directly to HelpDesk. Since the required information will already be completed with Web Request, many of the HelpDesk fields populate automatically.

### EASILY HANDLE REQUESTS

You can easily handle all work requests using the HelpDesk software. With a central place for receiving all requests, you can screen requests throughout the day. Then you'll be able to determine which are emergencies, duplicates, requests already being serviced, or other types of requests.

With this information, you can take appropriate action including:

- Consolidating the same requests into one work order
- Adding work requests to existing work orders
- Checking current requests
- Prioritizing requests
- Creating new work orders

With this software, you ensure that work orders are routed to the right maintenance shop or technicians.

### SAVE TIME

Program administrators, maintenance technicians, and supervisors will all save time using MicroMain HelpDesk.

Administrators will be able to:

- Save time with centralized submissions
- Coordinate prompt handling of the requests
- Quickly access status information right at their fingertips

Maintenance technicians will be able to provide the services quickly since they won't have to backtrack to get needed background information related to the request. Supervisors save time by checking in at one place for request workflow—and they also have immediate access to reports.

### IMPROVE REQUESTER SATISFACTION

Requesters will be pleased to have their requests handled promptly, with all needed information gathered up front.

Their satisfaction will also increase as they receive status information. With MicroMain HelpDesk, you can monitor their requests and provide them with accurate updates on the progress or completion of their requested service. You can also enable the "Always Send Email to Requester" option to ensure that requesters receive a work order status report related to their requests.

[Want to see MicroMain software for yourself? For a free trial, call 1-888-888-1600.](#)