

# Verax Trouble Ticketing

## Enable fast and efficient incident resolution

**Streamline** your IT and network management support operations and ensure **SLA compliance**.

**Control incident resolution workflow** from assigning tasks to administrators and resolving incidents to automating workflows and tracking through to completion.

**Integrate with Verax NMS and Workflow** in order to create advanced incident tracking scenarios such as disaster recovery procedures or service provisioning.

Ensure that incidents are resolved in a timely manner via fully configurable **escalation procedures**.

Shorten incident resolution time based on experience-based information stored in the **knowledgebase**.

### Overview

Verax Trouble Ticketing automates and streamlines service desk and incident resolution process ensuring SLA (Service Level Agreements) compliance.

### Help desk

Verax Trouble Ticketing Help Desk module allows tracking of internally and externally reported incidents. Each incident record contains detailed information including:

- Description, notes, categories, priority & urgency.
- Internal or client- reported comments.
- Incident category (e.g. network, application, etc.). These categories are fully user-configurable.
- Multiple file attachments (screen shots, documents, videos and others).
- “Blocked by” and “Dependent on” lists, allowing proper prioritization of incidents.

### Solution knowledgebase

Verax Trouble Ticketing enables storing of problem resolution information in a searchable knowledgebase. This feature allows for reducing incident resolution time (based on information on prior experiences), facilitates learning (share knowledge among support team members) and enables Company to accumulate IT knowledge.

### Resolution activities

Verax Trouble Ticketing allows for decomposition of resolution task into detailed activities. Each activity has associated effort, deadline, status, start and end date. Activities are presented in calendar views for easy progress tracking and reporting.

### Configurable incident lifecycle

Incident statuses and lifecycles within Verax Trouble Ticketing are fully user-configurable in order to reflect that the incident resolution flow follows IT organizational processes and procedures. Built-in statuses (e.g. open, in-progress, waiting for customer, resolved, reopen, closed) can be extended with user-defined fields (e.g. manager validation or client acceptance).

### Notification and history tracking

Each change of incident (e.g. status, ownership, action taken, etc.) is logged in the incident history. The changes can be automatically e-mailed to a client who submitted incident or to management based on criticality.

### SLA compliance

Verax Trouble Ticketing ensures compliance with internal or external Service Level Agreements thus allowing IT to focus and prioritize incidents. The SLA component includes:

- **Resolution times** defining incident resolution times depending on its priority, category, source (internally- vs. client- reported), etc.
- **Escalation rules** defining how to handle incidents that are overdue (i.e. not resolved in time specified in SLA conditions) for instance, increasing incident priority or notifying a manager. Multiple escalation levels can be defined to match a reporting structure of a company (engineer, manager, director, VP).
- **Routing rules** specifying individuals or groups to whom incidents should be assigned based on incident priority, category or other criteria.

Detailed reports on SLA compliance are automatically generated.

### Security and access permissions

Verax Trouble Ticketing provides access control to incident information through a system of user groups and permissions. Access to individual features and views of the trouble ticketing system (e.g. SLA compliance view) is controlled by strong security mechanisms including user execution context, access rights and privileges.

### Learn more

To learn more about Verax Trouble Ticketing and OSS/BSS Suite family of products, please visit us at: <http://www.veraxsystems.com/>.