



SysAid®



5 Time-Saving Tips for Busy SysAid Admins

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Meet Our Hosts



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What's on the Agenda?

- 5 Time-Saving Tips for Busy IT Admins
- Demos
- Q & A

Before We Get Started...

- We picked the features you might not know exist within your SysAid
- These features already come with your existing SysAid Service Desk, with no paid upgrades needed to enjoy them
- They will help you cut down on your day-to-day workload



Tip #1 Keep Your Ticket Queue Clean with Merge Tickets



Tip #1 - Master Merge Tickets

Merge Tickets - now available for Cloud and On-Prem (in Beta)

- Keep your support queue clean by merging tickets about the same issue
- How to enable Merge Tickets



Tip #2

Solve Tickets Faster with
Video Ticket Submission



Tip #2 - Solve Tickets Faster with Video Ticket Submission

Make it easy for your end users to send tickets with videos and screenshots

- Introducing the Hotkey
- How to enable the SysAid Hotkey



Tip #3 Enable Your Self-Service Portal to Search FAQs



Tip #3 Configure Your Search to Include FAQs

End users receive better self-help with a search bar in the Self-Service Portal

- Search now includes FAQs
- How to enable search in Self-Service Portal



Tip #4

Save Time for You and
Your End Users
With Single Sign-On



Tip #4 - Save Time with Single Sign-On

End users can skip logging into SysAid

- Single Sign-On is available via our Marketplace
- How to enable Single Sign-On



Tip #5

Use Slack Integration to Improve Collaboration



Tip #5 - Use Slack Integration to Improve Collaboration

Collaborate with other admins from different teams directly from service records

- Get experts involved to quickly resolve issues
- Create a dedicated channel to discuss certain issues
- Slack discussion is visible for SysAid admins (without the need for a user in Slack)



Any Questions?
Ask Away....!

ID	Icon	Name	Category	Sub-Category	Description	Status	Assigned Person	Priority	Resolution Time	Classification
151	🔍	Admin	Administration	Upgrade Database	...	In progress	Benito Gomez	Normal	20-03-2014 04:00	High
152	🔍	ERP	Administration	move from Oracle application to SAP	...	In progress	Benito Gomez	High	20-03-2014 03:20:59	High
153	🔍	Telephone /	Office Phones	Setup an Office phone for me	Done	Not Done	Low	20-03-2014 12:31:14	Low	...
154	🔍	Hardware	Printer	Open print error	Done	Not Done	Low	20-03-2014 12:10:56	Low	...
155	🔍	Other	Hardware printers	Paper jam	Done	Not Done	Low	20-03-2014 12:04:10	Low	...
156	🔍	Other	Hardware printers	Paper jam	Done	Not Done	Low	20-03-2014 11:50:21	Low	...
157	🔍	Other	Hardware printers	Paper stuck in printer	Done	Not Done	Low	20-03-2014 11:50:46	Low	...
158	🔍	Basic Software	Office	error with power point	Resolved	Not Done	High	20-03-2014 11:48:48	High	...
159	🔍	User	PC	Slow internet	Done	Not Done	Normal	20-03-2014 11:43:39	Normal	...
160	🔍	User	PC	Phone ring	Done	Not Done	Low	20-03-2014 11:43:39	Low	...
161	🔍	Basic Software	Office	Error message in	Done	Not Done	Low	20-03-2014 11:37:21	Low	...
162	🔍	User	Software	error saving Office	Done	Not Done	Low	20-03-2014 11:23:19	Low	...
163	🔍	Service	File Server	Could not connect and get files of	Done	Not Done	High	20-03-2014 10:57:37	High	...
164	🔍	Service	File Server	User get file error no no data	Reopened	Not Done	High	20-03-2014 10:55:32	High	...
165	🔍	Service	File Server	no more database backup on file	Not Done	Not Done	High	20-03-2014 09:43:07	High	...
166	🔍	Data Center	Hardware	AC issues	Done	Not Done	High	20-03-2014 09:03:53	High	...
167	🔍	User	Screen	I cannot enter speed dial and the	Closed	Not Done	Normal	20-03-2014 08:59:08	Normal	...
168	🔍	Service	File Server	Fileserver US-AID #24 corrupted	Done	Not Done	High	20-03-2014 08:50:08	High	...
169	🔍	Basic Software	Database	Please update my outlook	Done	Not Done	Normal	20-03-2014 08:50:07	Normal	...
170	🔍	User	Printer	The paper is stuck cannot print	Open	Not Done	Normal	20-03-2014 08:50:07	Normal	...



Thank You

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