

# E<sup>2</sup>T<sup>2</sup> ENTERPRISE ENGINE FOR TROUBLE TICKETING

Cluster Reply has developed a framework software based on Microsoft SharePoint 2007 (MOSS 2007) technology which, leveraging some native functions in combination with specific customizing carried out by Cluster Reply, satisfies those service contexts that need service ticket tracking. E<sup>2</sup>T<sup>2</sup> does not represent a closed ticketing product, but it a flexible, adaptable and cheap solution that can be integrated perfectly in a wide variety of contexts and can be configured according to the company's requirements.

## SCENARIO

Increasingly, companies today find themselves having to identify best-in-class solutions in terms of productivity, business development and costs control.

In order to satisfy the needs of collaboration and communication of human resources within companies, Cluster Reply has developed a powerful and cost-effective solution that can manage event tracking providing company with a substantial competitive hedge.

## SOLUTION

E<sup>2</sup>T<sup>2</sup> provides certain basic functions, and a customizing environment that allows maximum adaptation to the service.

Its integration in Active Directory increases its advantage as it enables using all those customer-specific user data also in its functional logic on the basis of the organisation reference model.

The basic interface referring to the creation of a ticket offers functions which are already, in their own right, comprehensive and also capable of associating to the identification data of the context (ticket no., user's data and HD operator's data) "open" descriptive information and technical enclosures.

Such technical information can be used to define the Help Desk Knowledge Base for the service itself.

The screenshot displays the 'Create Ticket' form in the E<sup>2</sup>T<sup>2</sup> application. The form includes the following fields and features:

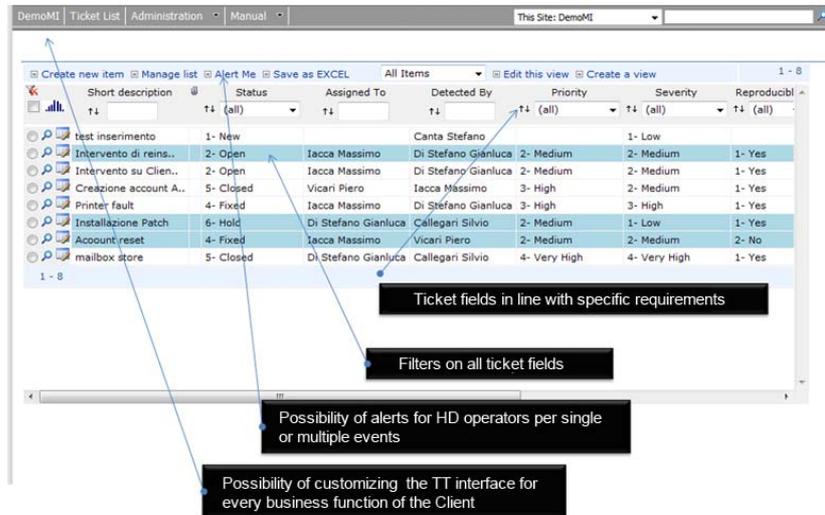
- Detected By \***: A text field containing 'Di Stefano Gianluca' with a user selection icon.
- Assigned To**: A text field containing 'Iacca Massimo' with a user selection icon.
- Short description \***: A text field containing 'Intervento su Client Vendite'.
- Description**: A large text area for detailed ticket information.
- Attachments Description**: A section for describing any attached files.
- Status \***: A dropdown menu set to '2- Open'.
- Detected on Date \***: A date field set to '6/11/2008' with a calendar icon.
- Priority**: A dropdown menu set to '2- Medium'.
- Reproducible**: A dropdown menu set to '1- Yes'.
- Severity \***: A dropdown menu set to '2- Medium'.

Annotations with arrows point to the user selection icons and the dropdown menus, with callouts stating: 'Connected to Active Directory' and 'Quantity, format, language, selected from drop-down menu, can all be customized'.

E<sup>2</sup>T<sup>2</sup> collects information referring to the service tickets in a filter interface that allows it to be sorted on the basis of identification parameters.

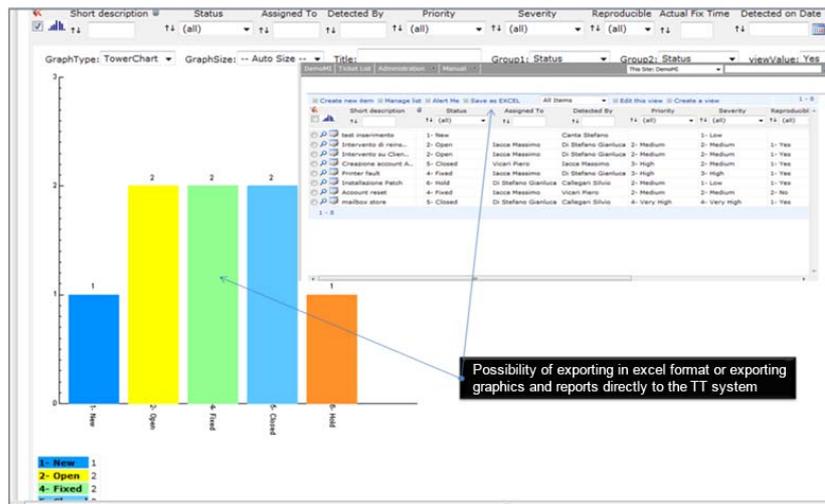
All the display fields can be customized, and, according to specific requirements, it is possible to define the number and type of parameters to be displayed.

For service areas (possibly divided into the various business functions e.g. Head office, sales and marketing, general affairs, customer service etc.) it is possible to configure both a single interface and the use of specific ticket fields for the various areas, and different interfaces dedicated to one or more service areas.

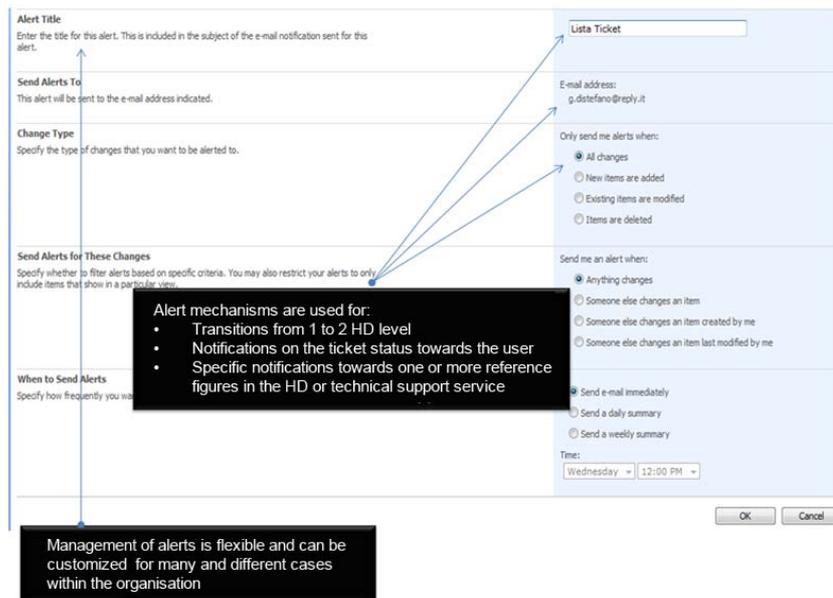


E<sup>2</sup>T<sup>2</sup> has an on-line reporting sub-system which allows the status of HP activity to be displayed. The reports are referable to the quantity of current tickets, their status and, in the case of multi-level services, to the analysis of performances among these.

In addition to online graphic reports, E<sup>2</sup>T<sup>2</sup> allows exporting the tabular data into Excel format. So, as for the functions described above, also for reports there is the possibility of customizing basic functions and adding new and specific ones.



The Alert system within E<sup>2</sup>T<sup>2</sup> uses MOSS 2007 functions that enable focussing on the alert critical parameters, or changing the status for a specific ticket. Thanks to integration with AD, the alert management can be referred (addressed) to any person mapped in the Client’s Active Directory.



## THE REPLY VALUE

Cluster Reply works alongside companies in the analysis and development of systems identifying flexible, adaptable and cost-effective solutions that can be integrated perfectly in a wide variety of contexts. For this E<sup>2</sup>T<sup>2</sup> is not a closed product, but a simple, intuitive “Tracking” system that can be configured according to the company’s requirements.

Through E<sup>2</sup>T<sup>2</sup>, already in its basic version, Cluster Reply intends meeting most of the needs for that which concerns the trouble ticketing sub-system.

E<sup>2</sup>T<sup>2</sup> does not require a licence contract, and its updates can be implemented with a simple maintenance contract (assumable as an integral part of the Help Desk service). All the Customer will have to do is to sign a contract for the software licences referring to Microsoft SharePoint 2007 as the basic system for hosting the E<sup>2</sup>T<sup>2</sup> framework of Cluster Reply.



Cluster Reply works alongside its customers in the creation of projects, combining excellence and innovation with deep knowledge of Microsoft applications, technologies and infrastructures. In Cluster Reply expertise, skills and competences are a recognised value, cultivated and transferred to projects with highly professional approaches and methods.

Cluster Reply, a company belonging to the Reply group, focuses its experience on infrastructures, guaranteeing added value in the design, implementation, integration and management of Microsoft solutions within complex architecture environments. Cluster Reply's mission consists in designing and deploying the best Architectures and Infrastructures for the IT Systems of companies. Cluster Reply makes IT architecture a flexible and adaptable element: the new nerve centre of backoffice systems capable of offering a natural integration with the systems and with mission-critical applications, Cluster Reply's offer includes: Systems & Operations Management, Directory Services, Server Consolidation, Messaging & Collaboration (e-mail infrastructures and migration solutions and upgrade versions), Videoconference Solutions, Disaster Recovery and REJ Studies (Rapid Economic Justification).

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