

# ITBS POSDesk

Customer service & support for POS Operations & Management



## ENSURES

Accountability of changes and decisions.

## PROVIDES

Historic data for compliance, quick summary of assignments, status for each user and keeps your team focused.

## IDENTIFIES

Trouble spots and gathers statistics for to evaluate performance or aid, in project planning.

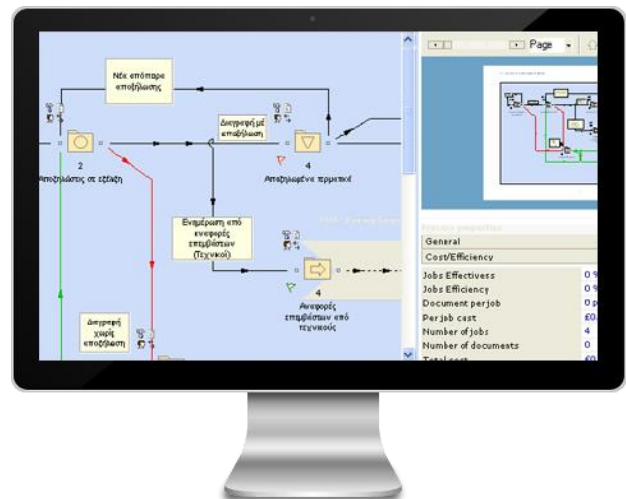
**ITBS POSDesk** supports and automates processes related to POS operations. It provides management and automation of outsourcing services to financial institutions, retailers, service providers and individual consumers.

Built on top of ITBS BPM SUITE, that allows design, planning and workflow automation of business processes through graphical design of workflow maps and electronic forms.

A complete web based collaboration workflow solution, for issue tracking, change management, help desk services and support, providing:

- **Tracking** – Tracking reported issues, defects, business issues, enhancement requests, etc.
- **Workflow** – Automatic routing and notification when getting issues resolved.
- **Process** enforcement – Company's process

- **Status** – Up-to-the-minute project information and status that team members everywhere collaborate directly and fast.
- **Communication** – Discussions capturing and knowledge sharing.
- **Accountability** – History and audit trail.



# Features

**ITBS POS Desk** includes a self-service portal, knowledge base, auto routing of requests, notifications, sla management, email integration, API integration, reporting etc:

- **POS Repository**  
Monitors and manages stock availability and maintenance issues.
- **Customers Management**  
Tracks the financial institutions to which the outsourcing services are provided.
- **POS Consumers Management**  
Management of retailers, service providers and individual consumers, against POS operations.
- **Self-service portal**  
Enables consumers/users to submit their trouble tickets and service requests.
- **Knowledge base system**  
Allows users and technicians to search and add troubleshooting docs.
- **SLA Management**  
Escalate response times and efforts, for particular customers and consumers.
- **Email Integration**  
Help desk e-mails sent by technicians and users.
- **Notification alerts**  
Send emails or sms to inform users and technicians about the handling of requests.
- **Scheduling**  
Management and tracking of maintenance tasks.
- **API integration**  
Allows integration with third-party software.
- **Consolidation Reports**  
Consolidated views on what has happened or is happening with your helpdesk services, within specified time periods, per customer, per consumer etc.
- **Reconciliation Reports**  
Review reports based on status requests, response times, charges and many more.
- **Business Rules**  
Enables dispatch of requests to different job levels, according priorities, categories, technicians, users etc.
- **Sub-contracting**  
Performs and manages job assignment to partners and third party technicians.