



# Call Tracking



Photo: www.fotolia.de

**Well documented and fast problem solving!**

**We are happy to advise you!**

**hs<sup>2</sup>n Call Tracking offers you the following benefits:**

- › full documented history
- › efficient problem solving
- › fulfilling ITIL standard
- › wide range of features
- › user-friendly handling
- › business process model
- › fully integrated in XEOX

**Infoline**

+43 720 505 765

office@hs2n.at

<http://hs2n.at>

# Why use call tracking?

Without a call tracking system problems are solved on demand - there exists neither a documentation nor a system or guidelines. With the lack of prioritization usually the one who urges the most, not the one who needs it the most, gets help at first. Without a documentation, it's hard to evaluate efficiency and quality of IT support.

With a call tracking system problems can be solved systematically. The arriving calls are transformed into tasks and these tasks are assigned to analysts. The analysts categorize and prioritize them. Each process step is recorded and traceable. It's clear who worked how long on which task. The problem and its solution are documented. An accurate documentation allows to solve future problems faster and to improve quality and know-how. Assigning problems to software, hardware and persons helps to detect difficulties or problem areas and to find strategies how to avoid them. Furthermore, it allows to evaluate and allocate costs (internal accounting).

## Comprehensive documentations

For each call following information is captured:

- › name of the callee (tracker), date/time (automatically)
- › name of the caller
- › name of the customer and which SLA
- › kind of call according to ITIL (change, problem, incident, query)
- › channel (telephone, email, fax, etc.)
- › description of the problem
- › priority (scala 1 to 5)
- › service group / analyst who works on the call
- › handling time
- › description of the solution, all process steps are registered

Following processes are possible:

- › add a comment
- › suggest a solution
- › add and work on a new action
- › delegate calls
- › combine calls to groups
- › evaluate and classify solutions
- › attach workflow to the call
- › assign calls to software, hardware or/and person (in the CMDB)

## Guaranteed quality

### SLA (Service Level Agreement)

### ITIL (Information Technology Infrastructure Library)

A call tracking system captures, classifies, logs and documents all operations and actions to fulfill the agreed services according to the contract between customer and service partner (SLA). Everything that changes the state of the IT infrastructure and IT processes, has to be registered in a central Configuration Management Database (such as XEOX CMDB) according to ITIL.

All information regarding the entire tasks is collected and can be evaluated in reports - answering questions as „how long takes it in average to solve problems?“ or „to which percentage calls are handled within the time limits defined in the agreements (SLA)?“.

On the one hand, those reports show and confirm the quality of the delivered service. On the other hand, analyzing processes and causes of problems creates a knowledge base which helps to improve the efficiency.

# XEOX

## Benefits of call tracking in combination with XEOX

The hs<sup>2</sup>n call tracking system was developed to work as stand alone application. But it can be used also as an extension to XEOX - a tool by hs<sup>2</sup>n to manage the entire IT-infrastructure of a company. XEOX fulfills ITIL guidelines: all IT items (clients as well as peripheral devices and network items) are stored and mapped in the central Configuration Management Database (CMDB).

Via an interface the call tracking system uses the CMDB of XEOX. Call handling or rather problem solving usually causes changes in the database. Due to the deep integration in XEOX the central CMDB is always up to date. All information regarding a hardware device or a person is documented in the database.

**More information about XEOX on:** <http://xeox.com>



hs<sup>2</sup>n  
Informationstechnologie GmbH  
Infoline: +43 720 505 765  
<http://hs2n.at>

Willroiderstrasse 3  
A-9500 Villach  
Austria

Schelleingasse 8/3  
A-1040 Vienna  
Austria