

## Compare CCS Service Request for SharePoint

FEATURE	SOLUTION OPTIONS		
	CCS SR	MS Template	Non-SP Standalone
No additional software or hardware required	X	X	
Built on standard SharePoint	X	X	
Supports all versions of SharePoint (2007, 2010)	X	X	
Support for multiple service desks within organization	X		
Easily integrates with other applications	X		
Requires redundant collaboration functions (tasks, calendar..)	No		Yes
Connect to any SQL or other LOB database	Option		
Requires Synchronization with Outlook	Auto	Auto	Yes
Requires separate DB, Security, maintenance etc.	No	No	Yes
Templates for IT, HR, Facilities, and more	X		
<b>Customization</b>			
100% Customizable without code	X		
Create/cross reference additional data/lists	X	X	
Add/Edit/Delete List columns (fields)	X		
Create/Edit/Delete List Views (ticket list views)	X	X	
Create/Edit/Delete Workspaces (role based pages)	X		
Create/Edit/Delete Dashboard webparts (charts, tables)	X		
Change Look and Feel (Your logo, Theme, Master page)	X	X	
Break ticket form into Tabs, fields per tab	X		
Column/field level permissions for ticket forms	X		
Ticket display view with related docs, tasks, events and more	X		
<b>Issue/Service Request Capture</b>			
Capture from any email and convert to ticket	X		
Capture all types of attachments and link to ticket	X		
Drag and drop email from Outlook and convert	option		
Capture from external web page form	X		
Capture from SharePoint form (end-user specific)	X		
Quick add for Phone calls coming in	X		
IVR Link	option		
Capture from mobile/smart phone entry	option		
<b>Employee/Requester Interface</b>			
Employee/Requester Workspace for ticket/request tracking	X		
Employee specific Knowledgebase	X		
Auto fill in of Requester info from AD or SP user info	X		
Requester can create/view tickets for multiple service desks	X		
<b>Notifications / Alerts</b>			
Notification/alerts by email or SMS	X		
Automatic notification of new ticket to person or group	X	X	
Automatic notification of ticket assignment	X		
Automatic Notification of ticket completion	X		

**FEATURE**
**SOLUTION OPTIONS**

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Custom notification templates with fields and link	X		
Alerts for Overdue tickets or other conditions	X		
Notification at the Category/Type level	X		
<b>Ticket Processing/Management</b>			
Assign one or many staff or groups	X		
Automatic assignment to staff or group by category	X		
Work log for tracking activities with date/time stamp	X		
Link Tickets to Knowledgebase articles	X		
Full escalation/SLA alerts and reminders	option		
Track personnel time and cost per ticket	X		
Set billing levels for chargeback	X		
Record Elapsed time with start and stop clock	X		
Approval workflow by Category/Issue type	X		
Staff assignment from SP groups (ex. IT staff drop down)	X		
<b>Email and Voice Collaboration</b>			
Send email from within ticket	X		
Forward and link emails to tickets	X		
Drag and drop Outlook emails and link to tickets	option		
View email collaboration from ticket view	X		
Call Requester from ticket info via Skype or Live	X		
Support Chat/messaging	X		
<b>Knowledgebase and Satisfaction Surveys</b>			
Full knowledgebase for each service department	X		
Search Knowledgebase from ticket	X		
Create Knowledgebase article from ticket	X		
Full customer satisfaction survey support	X		
Link to survey on ticket completion	X		
<b>Team Support</b>			
Link tickets to Team discussion by request/issue category	X		
Link tickets to support calendar for service appointments	X		
Link tickets to staff/team tasks	X		
Link tickets to service documents	X		
<b>Service Management and Measurement</b>			
Service Staff workspace/views (my tickets)	X		
Management workspace/views	X		
Over a dozen pre-defined Ticket list views	X		
Filter, sort, summarize ticket information	X		
Search across all fields for ticket info	X		
Dashboard for real-time measurement	X		
Supports real-time definable charts	X		
Supports real-time definable tables	X		

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	CCS SR	MS Template	Non-SP Standalone
Export any ticket data (by view) to Excel or Access	X		
Excel based reporting application with pre-defined reports	option		
Define and schedule periodic reports	option		
Email reports in PDF format	option		
<b>Security</b>			
Control access at the site, workspace, list and field level	X		
Separate service desk permissions by department IT, HR etc.	X		
Requires additional log in for end users	No		
<b>Asset / Equipment Tracking</b>	Option		
Upload/Import existing asset information	X		
Assign assets to employees or department	X		
Link Issues/tickets to Asset	X		
View all incidents/repairs/maintenance per asset	X		
Track vendors and assets from vendors	X		
Track warranty information and link to asset	X		
Create warranty expiration alerts	X		
Link manuals/documents to assets	X		
Create hyperlink to vendor support sites for asset	X		
Link to LanSweeper for IT Asset autodiscovery	X		
Link to other Asset tracking tools	X		