



Service Request Tracking for Education Services

Leveraging Microsoft Office, Outlook and the Web

Internal Services

Automate requests from employees for HR, Facilities, Finance Technology support and other internal services.

Education Services

Track and automate requests for Events, Transcripts and other Services. Requests can be made via the web, email or phone.

Improve Service

Lower Costs

Higher Productivity

Eliminate the manual processes, chaotic emails, that drain staff productivity and increase educator and student frustration by automating the request process across your organization.

Incredible ROI

Because CCS Service Request is built on Microsoft Outlook, deployment is quick, using it is intuitive, the cost is low and ROI is a matter of weeks. Pricing starts at \$795.



- Capture requests (tickets) from employees educators and students via the Web, Outlook, and email. Attach relevant forms and documents
- Route the requests (tickets) to appropriate department for assignment and fulfillment.
- Assigned department staff get work orders which they use to fulfill requests.
- Built in workflow and notification for automating communication among all parties
- Management reporting, cost tracking, knowledgebase and more...

Education Support Services (IT, Facilities, Administration and Student Services) is the backbone of most education institutions. Services like IT support, Facilities Management and a wide variety of Administrative services enable educators to teach, and students to learn. Almost all of these departments are faced with the same challenge, deliver a high level of service with limited resources and funds.

At the core of service productivity is the ability to automate the service request, tracking and fulfillment process. If your organization is still using a manual process for requests for service, then it may be wasting critical staff time and creating frustration for your educators and students. Using email, phone or direct interaction alone can result in a chaotic often time consuming process.

How many service requests does each department get, what is their turnaround time? What is the cost of fulfilling the request? How are work orders assigned and tracked? Who communicates completion to the original requester?

CCS Service Request for Education Services automates the entire process across multiple departments leveraging what your staff is already using; email, Microsoft Outlook and the Web! The request process is all about communications (email), task assignment (tasks), forms (MS Office) and scheduling (calendar) which is core to your existing Microsoft Office platform, we just apply workflow to make it become a productivity solution for your organization. Additionally, you can report and analyze service activity to get a picture of how many services were delivered, the cost and trends.



Track all types of Services:

- Facilities work orders
- Equipment maintenance
- Custodial requests
- HR and Admin
- Supply requests
- Travel requests
- IT incidents
- Capital requests
- Public Safety
- Student Services
- Grant requests
- Parking Permits
- Event and meetings
- Facilities rentals
- Landscape, road
- and many more...

Testimonials

“CCS Service Request has significantly improved our overall operation”

Darren Wilson, IT Manager
Clovis, CA

“With CCS Service Request, we now have visibility into our cost of services and department performance”

Jerry Russo, Facilities
Rochester Hills, MI

Powerful Features

- Install in minutes on your existing systems, deploy instantly
- Tickets can be submitted through email, web, Outlook or the phone
- Link and attach existing forms and documents to tickets
- Easily configurable to support your existing processes without IT assistance
- Automatically routes to responsible department or individual for assignment and fulfillment
- Assign to one or many staff, split ticket into multiple tickets
- Track costs and projects related to requests
- Full approval, escalation and emergency notification via email, text messaging
- Knowledgebase for each department to accelerate productivity, implement consistent policies
- Use all Outlook features including calendars for setting appointments, views for listing tickets and task management for tracking assignments
- Quickly identify overdue tickets, high priority status or any other filter with Ticket Views feature.
- Measure your success with full reporting capabilities

Flexible

Easily customized to fit your processes

Incredible ROI

CCS Service Request often pays for itself in weeks!

High User Acceptance

Because it is built upon Microsoft Outlook, the user interface is familiar and easy to access

Benefits

- Improve level of service and communication to your educational community
- Increase efficiency and productivity across your organization
- Better communication and coordination of service department staff
- Visibility into response times and costs for service requests
- More return out of your existing Microsoft technology investment

Next Steps

Learn more about CCS Service Request - Education Services by viewing a flash demo or walk-thru at www.crowcanyon.com. Or if you would like to bring your team together for a live online demonstration contact sales at sales@crowcanyon.com

Help Desk Ticket

Trial Version

Summary

Password reset

Name: Darrell Trimble Company: Crow Canyon Systems, Inc. Dept.: Sales Office: Danville Phone: 443 Email: dtrimble@crowcanyon.com	Category: Security Type: Password Request Computer/device: laptop1	Priority: 3-Routine Date needed: Mon 7/28/2008 Operating System: Windows XP
Additional Contact <input type="checkbox"/> Include in updates Name: Email:	<input type="button" value="Submit"/>	

Details/Attachments

(please provide detailed information)

Template: Password Reset Form

Add Attachment

User ID: DTRIMBLE

Employee No: 200143

Department: Sales

Reason: forgot password