# Crow Canyon Software

## REQUEST MANAGER

*Driving productivity and efficiency in the workplace for 20 years*

### WHAT REQUESTS, ISSUES, PROBLEMS, AND QUESTIONS DO YOU NEED TO TRACK?

Crow Canyon's Request Manager for SharePoint and Office 365 can be used for a wide range of business needs, allowing you to provide better service and faster responses for virtually any type of request. Eliminate time-consuming follow-up emails and phone calls. Institute procedures and controls to meet compliance regulation. Measure service levels. Customize to fit your needs. Employees spend more time doing their jobs, customer satisfaction increases, and departments — IT, Facilities, HR, Payroll, Marketing, Finance, and others — are more productive.

### KEY FEATURES

- Requests can be from email, Web, SharePoint or Office 365
- Fully customizable forms, lists, views and dashboards
- Integration with Microsoft Outlook and Office
- Assign, track and manage tickets
- View activity, performance across departments
- Automatic notifications, alerts and routing
- Full reporting, charts and dashboards
- Work Order printing and distribution
- Easy to use, deploy, low-cost of ownership
- SLA measurement, escalations, and alerts option
- Built-in Satisfaction Survey you can define
- Can integrate with databases or financial systems
- Runs in SharePoint 2010, 2013, 2016, and Office 365

### BENEFITS

- Improved level of service and communication to employees
- Increased efficiency and productivity across your organization
- Better communication and coordination of service department staff
- Visibility into response times and costs for service requests

## CORPORATE SERVICES
### *TRACK EMPLOYEE REQUESTS*

Crow Canyon's Request Manager provides a central point to request, route, and track requests and assignments through to completion while meeting your level of service goals. See how Crow Canyon Request Manager can manage and track requests for:

- **IT Help Desk**
  Phone, Network support, User Access requests

- **Human Resources (HR)**
  Benefits, Leave Requests, Payroll requests

- **Facilities and Maintenance**
  Audio Visual and Meeting Room scheduling

- **Finance**
  Purchasing, Check Requests, Vouchers

- **Asset Management**
  Purchasing, Deploying, Maintenance, Transfers, Disposal

## INDUSTRY APPLICATIONS
### *AUTOMATE YOUR SPECIFIC PROCESSES*

Many organizations have used Crow Canyon Request Manager to automate service request tracking for a variety of business processes. It is flexible and can support most service request processes without customization.

- **Healthcare**
  Physician group support, patient services, hospital facilities and equipment maintenance

- **Banking and Finance**
  Private banking services, loan approval processing, customer service center

- **Education**
  University student services, campus facilities, security requests, event requests

- **Government**
  Citizen requests, public works, police/fire equipment maintenance, facilities, park services, building services, FOI requests

- **Law Firms**
  Client service, room scheduling, case support requests

**LET'S TALK...**
Give us a call or send an email.
We look forwarding to hearing from you!