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News Feed Item First Voice-Driven Mobile Help Desks Now Available from ManageEngine

BY BUSINESS WIRE FEBRUARY 28, 2013 09:15 AM EST ManageEngine, the real-time IT management company, today announced the general availability of the very first speech-driven mobile app for the IT help desk, the ServiceDesk Plus voice-enabled iPhone app. The app sets a new standard for help desk software, incorporating powerful speech recognition technology to let IT professionals manage the entire lifecycle of help desk incidents...

Setting the New Help Desk Standard

Until now, the majority of IT help desk technicians have been glued to their desktop computers, troubleshooting and emailing end-users. A mobile app can free those technicians to handle trouble tickets from anywhere, anytime. But if the app does not offer speech recognition, the techs are forced to use tiny onscreen keyboards that can compromise productivity. With the voice-enabled ServiceDesk Plus mobile app, techs can forgo the keyboard and dictate their commands and notes...

Incorporating proven speech recognition technology from Nuance Communications, Inc., the ServiceDesk Plus iPhone app provides an interactive, Siri-like user experience. It executes spoken commands and performs voice-to-text data entry, enabling users to:

- Dictate tickets
• Edit tickets
• Reply to tickets
• Assign/reassign
• Close tickets

In addition to the voice features above, the ServiceDesk Plus iPhone app includes a number of features that can be accessed via the iPhone touchscreen, enabling users to:

- Create new tickets, categorize, and edit request details
• Assign/pick up requests
• Reply to users with request and close tickets from the app
• Track time spent on tickets via WorkLog
• Perform searches based on subject, requester or priority
• Customize the request view
• Track the time spent on tickets using WorkLog
• Update the status of the requests

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The voice-enabled iPhone app for ServiceDesk Plus is available today, free of charge, from the Apple App Store via http://www.manageengine.com/products/service-desk/mobile-app.html. Support for additional mobile operating systems will be announced in the coming months.

For more information on ManageEngine ServiceDesk Plus, please visit http://www.manageengine.com/service-desk-plus. For more information on ManageEngine, visit http://www.manageengine.com. Follow the company blog at http://blogs.manageengine.com, on Facebook at http://www.facebook.com/ManageEngine and on Twitter at @ManageEngine.

About ServiceDesk Plus

ManageEngine ServiceDesk Plus integrates help desk requests and assets for managing organizations' IT effectively. It helps to implement ITIL best practices and troubleshoot IT service requests faster. ServiceDesk Plus is highly customizable, easy-to-implement help desk software. More than 10,000 IT managers worldwide use ServiceDesk Plus to manage their IT help desk and assets. ServiceDesk Plus is available in 23 different languages. For more information about ManageEngine ServiceDesk Plus, visit www.manageengine.com/service-desk-plus.

About ManageEngine

ManageEngine delivers the real-time IT management tools that empower an IT team to meet an organization's need for real-time services and support. Worldwide, more than 70,000 established and emerging enterprises - including more than 60 percent of the Fortune 500 - rely on ManageEngine products to ensure the optimal performance of their critical IT infrastructure, including networks, servers, applications, desktops and more. ManageEngine is a division of Zoho Corp. with offices worldwide, including the United States, United Kingdom, India, Japan and China. For more information, please visit http://www.manageengine.com/; follow the company blog at http://blogs.manageengine.com/, on Facebook at http://www.facebook.com/ManageEngine and on Twitter at @ManageEngine.

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Tags: ManageEngine, real-time IT, Zoho, ServiceDesk Plus, help desk, voice-enabled mobile app, iPhone, Siri, Nuance Communications, Nuance, mobile, application management, desktop management, virtualization, cloud, IT management, business service management, application performance monitoring, user experience monitoring, network management, server management

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There is little doubt that Big Data solutions will have an increasing role in the Enterprise IT mainstream over time. Get a jump on that rapidly evolving trend at Big Data Expo, which we are introducing in June at Cloud Expo New York.

Cloud Expo was announced on February 24, 2007, the day the term "cloud computing" was coined. That same year, the first Cloud Expo took place in New York City with 450 delegates, Next June, Cloud Expo is returning to New York with more than 10,000 delegates and over 600 sponsors and exhibitors.

"Cloud" has become synonymous with "computing" and "software" in two short years. Cloud Expo is the new PC Expo, CondoX, and InternetWorld of our decade. By 2012, more than 50,000 delegates per year will participate in Cloud Expo worldwide.

The cloud is certainly a compelling alternative to running all applications within a traditional corporate data center. But moving from theory into practice is where things get complicated, and this is where attending a top industry event like Cloud Expo comes in.

No one can take full advantage of cloud computing without first becoming familiar with the latest issues and trends, which is why the organizing principle of the 10th International Cloud Conference & Expo on June 10-13, 2013 - is to ensure - through an intensive four-day schedule of keynotes, general and breakout sessions, and our bustling Expo Floor - that attending delegates leave the Javits Center with abundant resources, ideas and examples they can apply immediately to leveraging the Cloud, helping them to maximize performance, minimize cost and improve the scalability of their Enterprise IT endeavors.

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