

INSIDE Apps



First iPhone Voice App for MSP Help Desks Now Available from ManageEngine



ServiceDesk Plus-MSP Raises Standard for MSP Help Desks with Voice-Based Mobile App

- Help desk techs can resolve tickets and manage requests just by speaking
- Built on Nuance, enabling voice recognition to perform complex actions on the go
- View demo of the new ServiceDesk Plus-MSP iPhone app at <http://ow.ly/ju3DI>
- ServiceDesk Plus-MSP iPhone app available today for free from the Apple App Store via <http://ow.ly/ju3Ng>

PLEASANTON, Calif.—(BUSINESS WIRE)— ManageEngine, the real-time IT management company, today announced general availability of the ServiceDesk Plus-MSP iPhone app, the industry's first voice-enabled mobile app for managed service providers (MSPs) running an IT help desk. The ServiceDesk Plus-MSP iPhone app sets a new standard for MSP help desk software, incorporating proven speech recognition technology to enable IT professionals to manage the entire lifecycle of help desk incidents using spoken input — from executing commands and dictating notes to making other extended text entries. Previewed at Mobile World Congress 2013, the ServiceDesk Plus-MSP iPhone app is now available from the Apple App Store via <http://ow.ly/ju3Ng>. Editions for other mobile operating systems will follow. You can view a video demo of the voice-enabled iPhone app at <http://ow.ly/ju3DI>.

MSP help desk technicians are under constant pressure to respond to service requests and resolve tickets as quickly as possible. A voice-enabled mobile app frees help desk techs from their desktop consoles and empowers them to use voice commands — rather than a cramped onscreen keyboard — to access and reply to tickets at any time, from anywhere. That positions MSP help desks technicians to respond to and resolve issues more quickly, improve productivity and deliver a superior customer experience.

"The surge in smartphone adoption and trends like BYOD are increasing enterprise mobility," said Jayakumar Karumbasalam, product manager at ManageEngine. "With the iPhone app for ServiceDesk Plus-MSP, we're bringing breakthrough speech recognition to help desk management, empowering MSPs to take even greater advantage of today's mobile trends. Our iPhone app lets MSPs establish mobile access to their business-critical help desk software so they can respond and resolve issues around the clock and around the world, increasing the efficiency of their help desk — and also increasing their bottom line."

Giving MSPs a Voice at the Help Desk

Created in response to customer demand, the new ServiceDesk Plus-MSP iPhone app can handle multiple accounts through a single help desk so that MSPs don't have to juggle multiple applications. The app also reflects recent trends in enterprise software as customer service, call center, and now help desk software embrace cutting-edge social and mobile tools to improve efficiency. ManageEngine uses the intelligent speech recognition technology from Nuance Communications, Inc. to deliver a complete, voice-enabled mobile app for the MSP help desk. It is intuitive for users, executing spoken commands as well as performing voice-to-text data entry. The app's voice-enabled features include:

- Dictate tickets
- Edit tickets
- Reply to tickets
- Assign/Pickup tickets
- Close tickets

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

- Filter requests based on criteria (unassigned, pending, open, etc.) and as well as custom filters
- View request details for individual accounts
- View contract details for accounts
- Create, edit and delete requests
- Perform actions (pick up, assign, close, reply) for requests
- Work log and resolutions can be added/modified for each request
- Make individual requests billable/non-billable
- Add/modify notes for each request
- Set custom filters
- See full, multi-threaded view of conversations
- Access custom fields
- Request history details
- View attachments

Pricing and Availability

The voice-enabled ServiceDesk Plus-MSP iPhone app is available immediately, free of charge, with ServiceDesk Plus-MSP. Download it from the Apple App Store via <http://ow.ly/ju3Ng>.

Support for additional mobile operating systems will be announced in the coming months. A non-voice-enabled version of the ServiceDesk Plus-MSP app is currently available for the iPad. It can be downloaded from the Apple App Store via <http://ow.ly/jxPFr>.

For more information on ManageEngine ServiceDesk Plus-MSP, please visit <http://www.manageengine.com/products/service-desk-msp>. For more information on ManageEngine, 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.

ManageEngine/Business Wire

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