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ManageEngine Introduces Industry's First Voice-Driven Mobile App for Help Desk at Mobile World Congress 2013

ServiceDesk Plus Sets IT Help Desk Standard with Siri-like Functionality for Managing Tickets from Start to Finish - All via Voice

- Reduce help desk response time by executing commands just by speaking
Built on Nuance, enabling voice recognition to perform complex actions on the go
Implemented based on high demand from ServiceDesk Plus' 20,000+ customers
Be alerted the moment the new app is available, http://ow.ly/hT7hv



Press Release: ManageEngine - Thu, Feb 21, 2013 12:15 PM EST

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PLEASANTON, Calif.--(BUSINESS WIRE)--

ManageEngine, the real-time IT management company, today announced that it will launch the very first speech-driven mobile app for the IT help desk, the ServiceDesk Plus voice-enabled iPhone app.

"Think of this as Siri for the help desk," said Raj Sabhlok, president of ManageEngine. "The ServiceDesk Plus voice-enabled iPhone app delivers groundbreaking new functionality that nobody else is offering for the IT help desk."

Today, the majority of IT help desk technicians are glued to their desktop computers, troubleshooting and emailing end-users. A mobile app frees those help desk techs to handle trouble tickets from anywhere, anytime.

Setting the New Help Desk Standard

Created in response to high customer demand, the soon-to-launch new ServiceDesk Plus iPhone app reflects the latest trends in enterprise software as customer service, call center, and now help desk software embrace cutting-edge social and mobile tools to improve efficiency.

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

In addition to the voice features above, the ServiceDesk Plus iPhone app will also include 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 resolution 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

Pricing and Availability

The voice-enabled iPhone app for ServiceDesk Plus will be available in the Apple App Store free of charge with ServiceDesk Plus by early March 2013. 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/serviceplus. 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.

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.

ManageEngine is a trademark of Zoho Corp. All other brand names and product names are trademarks or registered trademarks of their respective companies.

Tags: ManageEngine, real-time IT, Zoho, ServiceDesk Plus, help desk, voice-enabled mobile app, Nuance Communications, Nuance, iPhone, Siri, 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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A study from Duke University finds that 45% of billionaires are in the top 1% of cognitive ability. Are billionaires smarter than everyone else?

- Yes, how else could they be so rich?
No, they just have a leg up on everyone else

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