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ManageEngine Introduces Industry-First iPhone Voice App for MSP Help Desk at Mobile World Congress 2013

ServiceDesk Plus-MSP Sets Standard for MSP Help Desk with Voice-Based Mobile App

- Help desk techs can resolve tickets, manage requests just by speaking
- Built on Nuance, enabling voice recognition to perform complex actions on the go
- Be alerted the moment the new app is available, <http://ow.ly/hTfAw>

PLEASANTON, Calif. — February 21, 2013 — ManageEngine, the real-time IT management company, today announced that it will launch the ServiceDesk Plus-MSP iPhone app, the industry's first voice-enabled mobile application for managed service providers (MSPs) running an IT help desk. The ServiceDesk Plus-MSP iPhone app incorporates powerful speech recognition technology to set a new standard for MSP help desk software, enabling IT professionals to manage the entire lifecycle of help desk incidents — from executing commands and dictating notes to making other extended text entries. Attendees at Mobile World Congress 2013 will be the first to preview the new app, launching initially for iPhone users with other operating systems following later this year.

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 lets them use voice commands — instead of a cramped onscreen keyboard — to access and reply to tickets at any time, from anywhere. In turn, MSP help desks gain faster response and resolution times, improved productivity, and superior customer experience and satisfaction.



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“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 introducing ‘Siri for the help desk’ — breakthrough voice capabilities that empower MSPs to take 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 their bottom line.”

Giving MSPs a Voice at the Help Desk

Created to meet high demand from customers, the new ServiceDesk Plus-MSP iPhone app handles multiple accounts in a single help desk so 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 speech recognition technology from Nuance Communications, Inc. to deliver a complete, voice-enabled mobile app for the MSP help desk that offers an interactive, Siri-like user experience. As a result, the ServiceDesk Plus-MSP iPhone app executes spoken commands as well as performs 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 on 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 request 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 will be available in the Apple App Store free of charge with ServiceDesk Plus-MSP by early March 2013. Support for additional mobile operating systems will be announced in the coming months.

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.

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ServiceDesk Plus-MSP is web-based, ITIL-ready, help desk software with an integrated asset management module built specifically for managed service providers. It has been designed to handle multiple accounts in a single help desk so that MSPs don't have to juggle multiple software applications. It is bundled with thoughtful features like incident management, account management, asset management, knowledge base, service level agreements, remote control management, and purchase and contract management. For more information, visit <http://www.manageengine.com/products/service-desk-msp>.

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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