

ACTIVE Service Desk incorporates every feature to fulfill your committed SLAs.

AUTOCONT a.s.



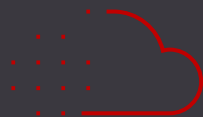
We deliver business applications for companies of all sizes. Information systems, sales, marketing, service and project management applications are our specialties. Our solutions are complemented by Business Intelligence, Augmented Reality and Modern Workspace solutions and services.

WHAT WE OFFER



OPTIMIZED OPERATIONS

Improve your business with ACTIVE Service Desk and maximize productivity and effectivity!
Adjust to every customer individually and fulfill their requirements faster than ever. Save your technicians time and help them increase their productivity. Take control over the whole end-to-end service support life cycle with our solution!



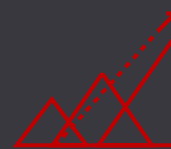
E-RESPONSE

Communication with your customers or other service desks can be easily configured, including Notification manager. To reach Siebel, ServiceNow, LiveAgent and many more is not a problem at all! E-response ensures the reading of data from structured emails and copying this data into records in the system.



SIMPLIFIED MOBILE APP

An extremely useful tool for your service technicians. No need for difficult processes, just scan the service protocol, ask the customer for a digital signature and upload it to the system. It cannot be easier! More detail can be obtained through portal communication between customers and your support team.



PROCESS MANAGER

Use predefined set of business processes connected with business process flow dynamically for a specific part of your company or just for a specific agreement. This will help you to manage your company and your customers individually. Coverage of most of the ITIL processes improves overall standardization.

WHAT OUR CUSTOMERS ARE SAYING

"Thanks to the services registration solution and processing of individual service interventions linked to the particular machine, we obtained effective tool able to create effective reports and reviews, not only suitable for the company's management, but also for individual users." – PBT Rožnov p.R., s.r.o.

LEARN MORE

AUTOCONT a.s.
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AUTOCONT

Microsoft Dynamics 365

Transform on your terms with Microsoft Business Applications. Enable people to do their best work. Gain actionable insights. Thrive with solutions expressly built for change. Unlock next.



KEY USE CASES



SALES

Respond to changing business requirements with a flexible platform to rapidly create new solutions and ensure old solutions are never truly finished



SERVICE

Understand your customers better and respond more quickly by accessing internal and external relationship data



FINANCE AND OPERATIONS

Increase your return on investment with Microsoft's agile and efficient cloud solution.



TALENT

Extend your virtual team and coordinate faster with a consolidated view of team members, activities and responsibilities.



MARKETING

Gain end-to-end visibility by connecting data from external markets, social and legacy sources

WHY MICROSOFT DYNAMICS 365

Modern applications that deliver new experiences and connect with a businesses' existing systems to allow organization to digitally transform their way. Applications that use mixed reality, the ability to take an application that overlays on the reality in front of the user, that guides them through a business process like never before. Connect to information from social networks, mobile devices and micro-applications to drive intelligence and inform a more effective business process.

Unified data and processes that enables business without silos. Centralized data enables disparate groups to work together effectively with a single, trusted view of processes, relationships and data. Data connectors allow thousands of systems to bring their data to a single network.

Intelligence that delivers actionable insight. Data in the new world includes social, relationship and productivity information in addition to insights generated by business systems. The right solution requires a unified approach that allows companies to automatically leverage their data to decide and act in real-time with expanded analytics, predictive algorithms, and automated AI.

An extensible environment that enables change. The right solution establishes a data, communication and application environment that makes it easy to evolve and extend existing business operations, while introducing technologies that enable users to create solutions where no solution exists and to expand data analysis.

Learn more: www.autocont.cz/ActiveServiceDesk