

# TISPL ServiceDesk



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## Revision Log

Date	Version	Author	Description
22th February, 2022	1.0	Brijesh Srivastava	Initial Proposal

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## Introduction

TISPL is the leading information technology consulting, services, and business process outsourcing organization that envisioned and instigated the adoption of the flexible business practices that today enable our client companies to operate more efficiently and produce more value.

The features of the software are listed in detail on <https://tispl.net.in/TISPL/eCRM>

## Features For TISPL HelpDesk Enterprise

Sr. No.	Description
1	<p style="text-align: center;"><b>Unlimited Agents License</b></p> <p>Perpetual license, that is, the product never expires. Support &amp; update can be renewed every year</p>
2	<p style="text-align: center;"><b>One Click installer</b></p> <p>TISPL Helpdesk to use GUI and CLI installer to install the product</p>
3	<p style="text-align: center;"><b>Search</b></p> <p>TISPL Helpdesk has an inbuilt search option for easy navigation and access to the available tools and options</p>
4	<p style="text-align: center;"><b>Comments on articles</b></p> <p>TISPL Helpdesk allows users to leave personal comments on saved articles</p>
5	<p style="text-align: center;"><b>Unlimited content</b></p> <p>TISPL Helpdesk comes with the capability to upload unlimited content such as many articles and FAQs</p>
6	<p style="text-align: center;"><b>Ticketing Management</b></p> <p>TISPL Helpdesk ticketing management system helps you to manage tickets and queries efficiently and effectively</p>

<p><b>7</b></p>	<p style="text-align: center;"><b>SLA Management</b></p> <p>TISPL Helpdesk comes loaded with an integrated, time-assigned resolution and support system based on SLA</p>
<p><b>8</b></p>	<p style="text-align: center;"><b>Priority Management</b></p> <p>TISPL Helpdesk comes loaded with integrated time-assigned priority ticket resolution and support system</p>
<p><b>9</b></p>	<p style="text-align: center;"><b>Rich Text HTML editor</b></p> <p>TISPL Helpdesk comes with a Rich HTML text editor and allows ticket replies in rich HTML text</p>
<p><b>10</b></p>	<p style="text-align: center;"><b>Auto Reply</b></p> <p>TISPL Helpdesk comes with an auto reply system for every ticket raised</p>
<p><b>11</b></p>	<p style="text-align: center;"><b>Customer Portal</b></p> <p>TISPL Helpdesk comes with customer portal to track ticket status and access knowledge base</p>
<p><b>12</b></p>	<p style="text-align: center;"><b>Daily Notification/Report</b></p> <p>TISPL Helpdesk sends daily reports to its administrators and agents about tickets</p>
<p><b>13</b></p>	<p style="text-align: center;"><b>Multilingual Language upload</b></p> <p>TISPL Helpdesk also has multilingual support through which one can customize the entire project to any language</p>

<p><b>14</b></p>	<p style="text-align: center;"><b>Navigation &amp; User Interface Features in the Offered Product</b></p> <p style="text-align: center;">Move around CRM using the new navigation bar and menu system</p>
<p><b>15</b></p>	<p style="text-align: center;"><b>Change ticket owner</b></p> <p style="text-align: center;">Ticket ownership can be changed from one user to another</p>
<p><b>16</b></p>	<p style="text-align: center;"><b>Ban List</b></p> <p style="text-align: center;">TISPL Helpdesk allows administrators to create a ban list of users who are prohibited from raising tickets</p>
<p><b>17</b></p>	<p style="text-align: center;"><b>Ticket Merging</b></p> <p style="text-align: center;">Merge duplicate tickets belonging to the same owner</p>
<p><b>18</b></p>	<p style="text-align: center;"><b>Ticket Workflow</b></p> <p style="text-align: center;">Define your own custom workflow for ticket creation</p>
<p><b>19</b></p>	<p style="text-align: center;"><b>Search Engine Friendly Links</b></p> <p style="text-align: center;">TISPL Helpdesk allows users to create search-engine-friendly URLs</p>
<p><b>20</b></p>	<p style="text-align: center;"><b>Sort article according to category</b></p> <p style="text-align: center;">Easy-to-use tools help you to sort articles into categories</p>
<p><b>21</b></p>	<p style="text-align: center;"><b>Responsive design</b></p> <p style="text-align: center;">TISPL Helpdesk has responsive design that can be used from any platform, be it computer, smartphone or tablet</p>
<p><b>22</b></p>	<p style="text-align: center;"><b>Help Topics</b></p> <p style="text-align: center;">Configurable help topics for web tickets. Route inquiries without exposing internal departments or priorities</p>

<p><b>23</b></p>	<p style="text-align: center;"><b>SDK Features</b></p> <p>Support for knowledge base search control client APIs on CRM mobile clients and the interactive service hub</p>
<p><b>24</b></p>	<p style="text-align: center;"><b>Email Integration</b></p> <p>TISPL Helpdesk can read emails and generate tickets out of every email</p> <p>Email replies to a ticket are automatically attached to the ticket</p>
<p><b>25</b></p>	<p style="text-align: center;"><b>API</b></p> <p>Expand and integrate TISPL Helpdesk with other platforms using API</p>
<p><b>26</b></p>	<p style="text-align: center;"><b>In app notification</b></p> <p>Get Social media style notifications within the web app</p>
<p><b>27</b></p>	<p style="text-align: center;"><b>Ticket Overdue</b></p> <p>A separate tab and icon to track tickets which have passed their SLA time limit</p>
<p><b>28</b></p>	<p style="text-align: center;"><b>Multi Channel</b></p> <p>Ability to raise tickets via phone, facebook&amp; twitter</p>
<p><b>29</b></p>	<p style="text-align: center;"><b>Release Management</b></p> <p>Linked with changes, Schedule releases, Notify everybody in organization</p>
<p><b>30</b></p>	<p style="text-align: center;"><b>Change Management</b></p> <p>Plan, track and rollback changes, Change approval custom workflow</p>
<p><b>31</b></p>	<p style="text-align: center;"><b>Problem Management</b></p> <p>Problem identification, Problem analysis, Solution to identified problems, Linked with tickets</p>



<b>32</b>	<b>Asset Management</b>  CMDB (Configuration management database), Configuration items (CI) tracking, Asset relationships
<b>33</b>	<b>Active Directory Integration</b>
<b>34</b>	<b>Source Code</b>

## Server requirement

Server configuration can vary according to your ticket load and number of agents using the system. Below is the standard basic server requirement

### Minimum server requirement

#### PHP

- PHP = 7.3

#### Server:

- 8 GB RAM
- 100 GB Hard Disk
- 2 Core CPU
- Centos 7 / Ubuntu / Windows IIS
- Apache/NGinx/ VMWare

#### Architectural Framework

- Php Laravel Framework
- User Interface - VuuJs
- Backend - MySQL

## Note :

- Perpetual License is One-time fee for TISPL ServiceDesk Enterprise Product.
- Support and Upgrade is free for a year
- Renewal and Upgrade AMC for TISPL ServiceDesk Enterprise is 50% of the Product Cost

## Mobile app features

- React Native iOS and Android app
- App is only for Agents and Admin
- iOS 8.3 + supported
- Android 5.0 + supported

## Our Clients



**DEPARTMENT OF HORTICULTURE  
AND FOOD PROCESSING**

<b>Organization</b>	Department of Horticulture and Food Processing
<b>Name</b>	Mr. Shivakant Gupta
<b>Designation</b>	Manager IT
<b>Phone</b>	79050-79440



<b>Organization</b>	Uttar Pradesh State Commission for Protection of Child Rights
<b>Name</b>	Mr. Saurabh Singh Chauhan
<b>Designation</b>	Admin Manager(IT)
<b>Phone</b>	99180-21127



<b>Organization</b>	Shia Post Graduate College
<b>Name</b>	Mr. Shubham Srivastava
<b>Designation</b>	IT Head
<b>Phone</b>	94514-66355