

Autoscribe News Release – PR0509

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Completely Configurable Support Helpdesk Management System

Autoscribe's Support Management System (SMS) is a powerful, completely configurable, easy-to-use and out of the box tool for the complete management of all Helpdesk support functions. The system is designed to help companies track issues and automatically manage and track them through to resolution.

SMS is used by Autoscribe's own Technical Software Support team and is built on our widely used and uniquely configurable Matrix LIMS software. SMS software is used for logging and tracking all support calls and has the following features:

- Call and response time is recorded
- Call allocation – who is responsible for the call
- Unlimited notes for detailing the issue and the response
- Multiple entries – many people can input responses for one call
- Effort tracking
- Flagging of expired support agreements
- User definable filtering – calls may be filtered by configurable search fields
- Monthly reports for review purposes
- Different call types – Enhancement requests, Bug Reports and Support calls
- Contact information is stored in the same database
- Old calls can be searched for solutions to previously encountered problems
- Where appropriate entries may be audited, version controlled and electronically signed off
- Reports may be configured or created using Business Objects Crystal Reports

Customer contact details such as names, e-mail addresses and telephone numbers can all be stored in SMS. Upon receiving a call from a customer the company from which he/she is calling can be selected from SMS. The support personnel can then enter the cause of the problem in a field that is not limited in length. The solution provided can be entered in another similar field.

The amount of time taken to respond to the call and then to resolve the issue is recorded along with descriptions stored in the text fields. A record is made of who is responsible for the issue. Details of customer's support agreements are held in SMS and a notification is automatically given if this has lapsed. Reports include lists of support calls per selected time period and by selected problem type, for example. In addition, calls may be listed in a further report.

Keywords:- Autoscribe, configurable software, customer support, support helpdesk management system, support management system, SMS, Matrix LIMS, support calls, logging, tracking, bug tracing, enhancement requests

Autoscribe - The Winning Formula!

About Autoscribe

Autoscribe Limited is a world leader in the development and supply of successful software solutions for LIMS (Laboratory Information Management Systems) and the scientific laboratory and business markets.

Autoscribe pioneered the use of innovative configuration tools within the LIMS market and today our Matrix Plus LIMS software is seen as the industry standard to which others aspire.

Autoscribe offers a wide portfolio of products and services including systems for LIMS, sample tracking, instrument calibration and maintenance, stability testing, customer complaints management, ISO9000 protocol driven training records management and resource planning. Our customers include leading analytical, oil, pharmaceutical, biotechnology, chemical, and consumer products companies as well as academic research institutes, hospitals and many others.

Founded in 1981, Autoscribe is a privately owned UK company. Worldwide we are represented by a network of business partners in regions including the USA, France, Benelux, Germany, Indonesia, Switzerland, Scandinavia and Australia. Our organisation includes a dedicated team of developers, technical support specialists and sales & marketing professionals.

For more information, see Autoscribe on the worldwide web at:
<http://www.autoscribe.co.uk/supportmanagementsystem.shtml>

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Reader Enquiries

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