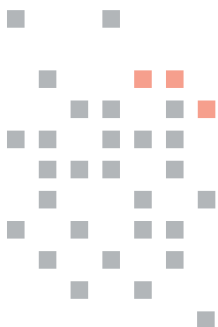


# TELALERT™ for REMEDY Help Desk & Action Request System



## Business Challenge

Today's business environment demands that organizations increase efficiency and cut costs to compete in the global marketplace. Operational and personal productivity must be improved by development of applications that automate business processes. TelAlert integrates with Remedy Help Desk and Action Request System (AR System) platforms to provide a comprehensive wireless solution that saves organizations time and cost.

## Remedy Help Desk System

Remedy Help Desk automates the IT support help desk by providing a complete framework for submitting, monitoring and managing trouble requests. Remedy Help Desk also lets you assign priority to any given incident or problem based on your business processes. The TelAlert integration further extends the reach of Remedy Help Desk to your mobile work force by alerting them anywhere anytime of an open ticket and letting them respond back from field to update the request.

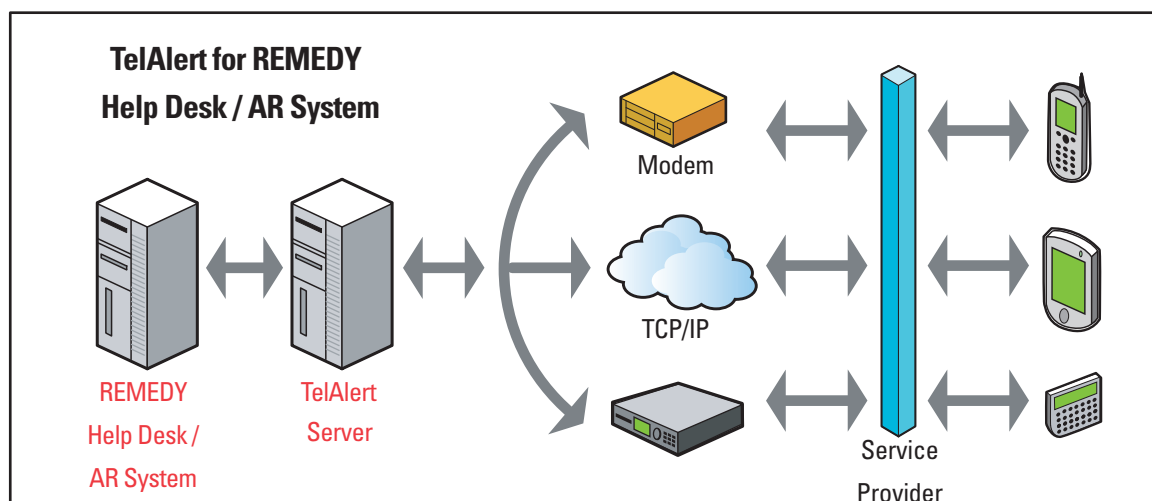
## Remedy Action Request System (AR System)

Remedy AR System is an application development and deployment environment that enables customers to

build applications that automate business processes. Remedy AR System provides an adaptable application foundation where service management solutions can be built. TelAlert's bi-directional messaging capability increases the efficiency of Remedy AR System and improves the management of service requests by offering guaranteed notification plus the means for interactive response via voice or any data-enabled device.

## TelAlert With Remedy Help Desk/AR System

TelAlert integrates with Remedy adding powerful notification and response capabilities. Any requests generated by Remedy Help Desk/AR System can be configured to generate a notification. For example, if you are using the Remedy Help Desk/AR System to allow users to submit requests for assistance or problem reports, you could configure a Remedy filter to watch for requests from the CEO. When the filter detects an incoming request, it can invoke TelAlert to immediately notify the person responsible for supporting him or her.





TelAlert provides one-way, two-way, and interactive voice response (IVR) notification for the Remedy platform.

### One-Way Messaging

Based on the Remedy filtering mechanism and, optionally, the escalation facility, TelAlert can send a message to an individual or group.

### Two-Way Messaging

The two-way messaging interface uses the Remedy API to provide responses to the Remedy Help Desk/AR System from the technician or service provider. For example, if the service provider is busy or does not answer, a Remedy diary field associated with the request is updated to indicate the type of problem that has been encountered. TelAlert will automatically re-try sending the message. When a message is successfully delivered, the diary field indicates the date and time the message was delivered to the device.

### Interactive Voice Response

The IVR interface uses the Remedy API to provide information such as the request's status, dynamically from a Remedy form via touch-tone phone. Through this interface, a technician can also update any field on the form. For example, a technician could be paged regarding a problem, call into TelAlert and, using the IVR capabilities, update the request status to specify that the request has been fixed. At a later time, the technician could dial in to close the request via touch-tone phone.

## Leveraging the Power of Remedy Applications

By extending Remedy applications, your mobile technicians can provide better service while in the field and respond to critical situations wherever they may be, allowing for increased productivity and customer satisfaction. TelAlert can send messages to entire workgroups or individuals, depending upon the type of event and scheduling requirements. Remote staff can call in via touch-tone phone or PDA to access applications, perform diagnostics and resolve problems. As responses are received through TelAlert, Remedy requests can be instantly updated.

## Integration Features

- Secure and guaranteed notification and bi-directional response
- Robust and scalable architectural core
- Support for multiple devices and protocols; wireless devices including pagers, PDAs, and Web-enabled mobile phones, IVR, electronic sign board, and email
- Interactive Voice Response for updating Remedy Help Desk/AR System messages from any touch-tone phone
- Easy configuration for any type of event