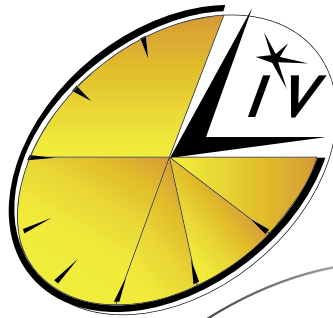


Q3 2005

Welcome	1
Case Study: Peoples Bank	1
Focus on: Service Catalog	1
Contact Us	2
Partner Update	2
What's New in 3.7	3
Hot Tips and Cool Hints	3



Quarterly

Your opinion matters.

As usual, we invite you to contribute comments, articles, questions or suggestions for inclusion to quarterly@livetime.com.

*More than 200 North American customer service executives and 300 consumers participated in the study "Contact Center Realities: Industry Insights for Success with Self-Service" which was commissioned by Genesys Telecommunications Laboratories, Inc

Did you know...

In a recent survey, sixty percent of executives say meeting customer expectations and improving the customer experience is a greater priority than reducing costs. Consumers polled in the study indicated a preference for self-service systems. With increased use of the Web and other self-service technologies, consumers now expect quality self-service as a standard customer service offering.*

Next Release: **3.7**

Welcome to the latest edition of the LiveTime Quarterly. It has been a busy few months in the development lab, and the latest products reflect the efforts of a dedicated team. With 3.6 now released and 3.7 scheduled for early Q4, we are now focusing on making future versions the most feature-rich and user-friendly on the market.

This edition we outline some of the enhancements that have been included in 3.7, and a handy refinement to 3.6. The "Focus on..." feature article outlines the basic principles you will need to understand to take full advantage of Service Catalog. Also, this month we welcome a new distributor in Europe. Read on and enjoy...

CASE STUDY

Peoples Bank Finds Support With Ease.

by Julie Torpy

Peoples Bank has been fulfilling the banking needs of the Northwest Indiana community since 1910. As a community bank, it is committed to providing high quality deposit, loan, trust and investment services in each of its many branches. Its mission is to remain a strong and independent financial services provider through delivery of highly personal and friendly service.

In order to maintain their customer focus, Peoples Bank recognized that the staff of approximately 175 must focus on their customers, and not be inhibited by process. Therefore it was vital that the information technology network, software and hardware be provided in a well supported environment.

The growing IT demands of Peoples Bank were being serviced by an expanding IT staff, but were hampered by the use of a non-scalable helpdesk software. The team needed an application that could grow with the bank that was also easy to use for customers and technicians. So began the search for a support application with the following features:

- easy incident creation
- organized view of incidents
- easy set-up
- email notification
- auto-escalation
- service levels
- simple administration.
- ability to attach files to incidents



Peoples Bank found that LiveTime Help Desk met the selection criteria. "Our biggest requirement with helpdesk software was ease of use, and we didn't see any product easier to use than LiveTime" commented Donna Germek, A.V.P., IT at Peoples Bank. Choosing LiveTime Help Desk as Peoples Bank support solution has been justified says Donna, "We've had a great experience working with the LiveTime team. LiveTime Help Desk has exceeded our expectations of an out-of-the-box helpdesk solution", she said. "It is the best helpdesk software application we've ever seen, and we are constantly finding new ways to use it".

Focus on...

About the Service Catalog.

The service and support desk of any organizations provides a range of services to its customers. Some are mission critical, whilst others serve to make life easier. The need to differentiate between the type of service and the degree of criticality is what drives the support organization to define a service catalog.

What is a Service Catalog?

A service catalog is a list of all the business services that are provided by an organization. It details each service in relation to the infrastructure items used to provide the service and can also include the associated Service Level Agreement (SLA) that dictates the level of service expected by the customer when the service is being delivered.

Why would I need a Service Catalog?

From the IT organization's perspective, a centralized service catalog increases the service desks ability to manage, track and measure the quality of service being delivered to it's customers. Customers of the service desk also benefit from a simpler incident

continued...

Contact Us:

Contact the Editor:
quarterly@livetime.com

Tech Support:
support@livetime.com

Company Information:
info@livetime.com

Sales Assistance:
sales@livetime.com

Partner Enquiries:
partner@livetime.com

Partner Update

Distributor Partner News



We are pleased to welcome Mexon Technology to the LiveTime Partner Network. From August 2005, they can assist you with all sales and distribution enquiries in Belgium, Netherlands, France and Luxemburg.

For more information and contact details, visit their website: www.mexontechnology.com

Reseller Partner News



We are also pleased to add ISSupport to our Canadian reseller network.

For more information visit them at: www.issupport.ca

Technology Partner News



LiveTimes pioneering asset management integration engine (AMIE) now enables seamless integration with Centennial Discovery.

Visit them at: www.centennialsoftware.com

...continued from page 1

creation process, as they can now log issues against a service as opposed to a specific component of the service.

LiveTime CSD products now include all of the tools required to define a service catalog, including facilities to map relevant infrastructure relationships, and to associate each with the relevant service level agreement.

Where to start when defining a Service Catalog.

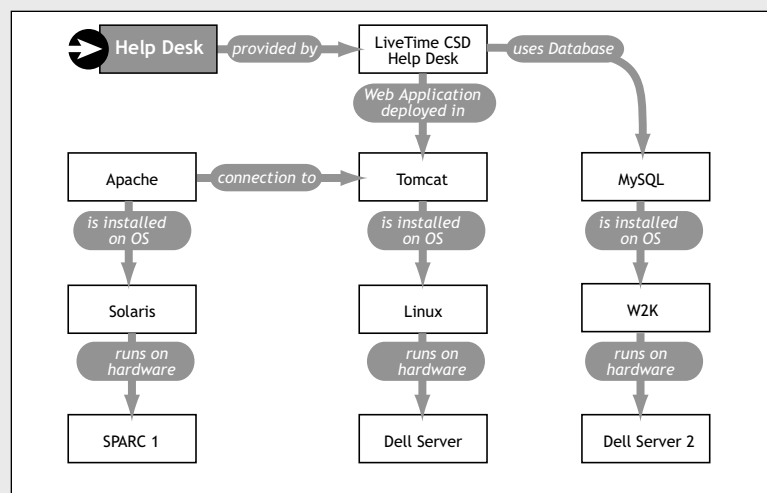
Prior to building a service catalog in LiveTime, it is a good idea to sketch your proposed relationship map on paper. This visual representation of your environment will save you time when entering items as you will have a clear understanding of the various infrastructure items and relationships that work together to provide each service.

LiveTime is deployed with default relationships that can be edited to suit your environment. Based on the usage pattern of your organization, you will draw either a Service Oriented Environment (a top down relationship view, that starts with the service and breaks down into components) or a Component Oriented Environment (a bottom up relationship view, that builds up to the service with individual components).

After the usage pattern has been defined, the relationship types can be configured. These fall into one of two classes:

- Hierarchical: defines ownership, such as Parent/Child relationship. For example, an application is installed on an Operating System
- Connection: defines an association, such as something accesses something else. For example, an application draws from a databases installed on another machine.

The following example illustrates the Help Desk service in a Service Oriented environment and includes several relationship types.



For more specific information about configuring the Service Catalog, email kelly@livetime.com and include 'Service Catalog info' in the subject field.

Tips and Tricks for version 3.6:

Cool Tricks...

Retrieve Incidents using comma separated IDs

To search for multiple incident numbers at once, insert a comma separator between incident numbers.

Print complete Incident Notes List

To view a complete list of incident notes, select an incident, then its "print" button.

Handy Tips...

Add visual cues to your existing views!

To gain a visual cue when notes or incidents are received, create a list view that includes "New Incident" and "New Notes" attributes and use it as your default Incident screen.

Expanding an Item Search

To display additional search fields for items, select either the "Item Category" or the "Item Type" option from the drop-down menu. This will display all the category template fields relevant to the Item Type or Category selected.

Include HTML tags in Knowledge Base Articles

To format the content of a KB article any custom HTML included in the body of the article will be rendered as such.

For example to make text **bold**, insert a `` and `` at the being and end of the statement, e.g. ` LiveTime Software ` will be displayed as **LiveTime Software**

To make it *italic* use `<i>` and `</i>`

To add an underline use `<u>` and `</u>`

To use bullet points insert a `` before the text you wish to list

To add a web page link into an article, insert a `<link>` and `</link>` at the being and end of the URL.

For example `<link>http://www.livetime.com</link>`, will become a usable link to the LiveTime website when the article is saved.

What's New?

Feature Enhancements in 3.7.

Incident Creation

Advanced Search Options –Advanced search options will be selectable for Client and Item searches, allowing searches on custom field data

All global Items will be flagged –Global items will be distinguished by an asterisk in item lists

Incidents

Business manager alerts –Business managers will be able to receive notification of escalation events by registering with an incidents cc list.

CMDB

Duplicating Item category template –Users will be able to fast track the creation of new item category templates by cloning existing templates.

Finance

Revamped Invoice workflow –The process of raising and editing an invoice for Items and contracts will be been streamlined via the use of wizards.

Simplified navigation –Single-click access to relevant Service Level Agreement, Item, Incident and PO information from any Invoice

Streamlined Billing (Support Desk only) –Intuitive payment and delivery options will be available to Finance users. Incidents that are not covered by a valid maintenance contract will be clearly flagged in the system

Reporting

New Audit report –Used to indicate audit dates for items

Project Management

LiveTime will allow complex incidents to be managed using projects. Each project will consist of a collection of incidents that need to be individually managed and resolved before a project can be closed out.

Version Support Alert

Please note that from October 1st 2005, we are unable to offer support for version 3.1 or earlier versions of LiveTime products.

If you think this change in policy will affect you, please contact us as soon as possible to schedule your upgrade.

For more information please contact our Support Department at support@livetime.com.

And now in 3.6...

Once again proving their desire to make the product as user friendly as possible, our development team have added a small refinement to the 3.6 release that could save users a lot of time and frustration:

Move problem type:

It is now possible to move problem types around after they have been created.

