

# Q4 2004

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# Quarterly

## Become a User Judge



LiveTime Support is entered in the sixth annual Users Choice Awards and now is your chance to be a User Judge.

This awards program is a Best of Class recognition for customer management products and services, based on the judgments of the people who actually use them. It is sponsored by CRMAdvocate.

Awards are based on input from the people who know LiveTime Support best - the users! No panel of judges, no "industry experts" - just you!

Please visit [www.userschoiceawards.com](http://www.userschoiceawards.com) to be a User Judge and give your honest evaluation of LiveTime Support. It takes only two minutes.

Thank you in advance for your support.

Note: The Awards Program is administered by an independent third party that has approved this communication. LiveTime Software, along with other companies in the program, are sending this message to all users.

### Did you know...

*LiveTime Support and LiveTime HelpDesk can sustain an unlimited number of escalation pathways. Any number of service levels appropriate for your organization or support environment can be defined, with cases being escalated on the basis of severity and, or time frames.*

## **CASE STUDY** Everybody's Hometown converts to LiveTime for Advanced Functionality.

by Julie Torpy

Dubbed "Everybody's Hometown", the City of Prescott, with a population of over 38,000, is located in the mountains of north central Arizona. Based in one of the fastest growing counties in the US, the 500 employees of this municipal government are supported by a proactive and responsive help desk team that allows them to concentrate on serving the citizens of Prescott.

The eleven IT staff are part of a million dollar plus business unit that need to show accountability for where funds are spent, and who is using resources. They wanted to use the installed help desk application for reporting of usage patterns to spot trends within the organization, but found that it was "too narrow/restrictive." In deciding that they needed a new help desk application, the IT staff also concluded that they did not want to "add a dedicated Windows application/database server" and "wanted to use something scalable and web based."

When researching possible solutions, they discovered that it was "difficult to find help desk software that included an integrated purchasing module." The requirement of such advanced functionality, combined with the ease of use for customer and support staff were all considered important factors along with the initial cost of the application.

The integrated purchasing module was "one of the key factors that influenced our decision to use LiveTime", said Nate Keegan, Operations Manager for the City of Prescott. The application choice was further justified by the support received during the installation process. "We have had nothing but positive experiences from LiveTime's support department", Mr Keegan said.

Welcome to the first edition of the LiveTime Quarterly. Through this publication we aim to deliver news and articles of relevance to you, our customer and trust you will find it a useful and interesting source of information. Our goal is to help you to get the most from your investment. To that end you will find tips and hints, interesting "how-to's" and a regular "focus on a feature". In addition we invite you to contribute comments, articles, questions or suggestions for inclusion to [quarterly@livetime.com](mailto:quarterly@livetime.com).

### Focus on...

## Asset Lifecycle Management in LiveTime by Steve Harrison

From an operational perspective, well-defined procedures for managing and tracking assets as they move through their lifecycle can mean the difference between ordered bliss and free-reigning chaos.

From the moment a new asset enters the system, its status is subject to change. In most cases, a given asset will pass through a number of phases as its lifecycle progresses. A change in an asset's status can often trigger internal processes and alter the workflow of the parties impacted by it. For example, an online retailer needs to know at a glance which orders have been delivered, which are still in transit, which have been cancelled and which are out of stock. LiveTime can help turn these asset management requirements into a functional reality through the use of asset status types.

When an asset's status changes to 'Out Of Stock,' the person or department responsible for acquiring inventory are queued to re-order the product. Likewise, shipping personnel need to take action whenever an order is cancelled and so forth.

Under LiveTime, any number of asset status types can be created, giving you the freedom to tailor the list to meet your specific requirements.

A help-desk operation may need to organize the assets under its jurisdiction by lifecycle status. New assets often begin their life under probationary terms, which (under a typical help desk status type scheme) would be the first lifecycle phase. The next phase would be full-scale production. Over time, the asset may break and require repairs. A temporary 'Awaiting Repairs' status could be created to accommodate broken but fixable assets.

Eventually, the asset stops functioning, becomes obsolete or loses relevance and is discarded.

## What's coming in 3.5.

by Dr George Vossos, CTO LiveTime Software

The next major version of LiveTime is scheduled for release in January 2005. Here is a sneak preview of what we have planned for the next release.

### Now Optimized for IBM WebSphere & IBM DB2

We are really starting to see great demand for this platform, so for customers thinking of moving across or already using Big Blue, expect to see huge performance gains when deploying LiveTime across a WebSphere and IBM DB2 combination.

### Customized Drop-down Lists

In response to numerous customer requests, we will be expanding the free-text custom field facility to also support drop-down lists. Administrators will be able to customize workflows by tailoring drop-down lists across most views in the application.

### Streamlined Escalation

We are simplifying the way escalations are defined and used in the system. The new release will provide a new Team editor for managing teams and defining escalation layers. The new Team editor will eliminate the need to define escalation layers in the Product editor. Instead, the Product editor will only require users to select a support team. The new streamlined workflow will greatly simplify the process of managing new assets and assist in simplifying escalation business logic.

### Improved Case Search

Tired of having to re-enter search criteria in the Case View? As of this release, users will be able to personalize the contents of the case view using search filters. Search filters will allow users to save and reapply the results of any personalized search query when working in the cases view. What's more, search filters will be able to be shared!

### Blistering Performance

Further performance gains can again be expected as we continue our work on performance tuning. This time, we're taking advantage of specific application server services such as thread pools, database connection pools and asynchronous messaging to deliver stunning performance across all platforms.

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## Hot tips and cool hints to make your life easier.

### Searching Cases

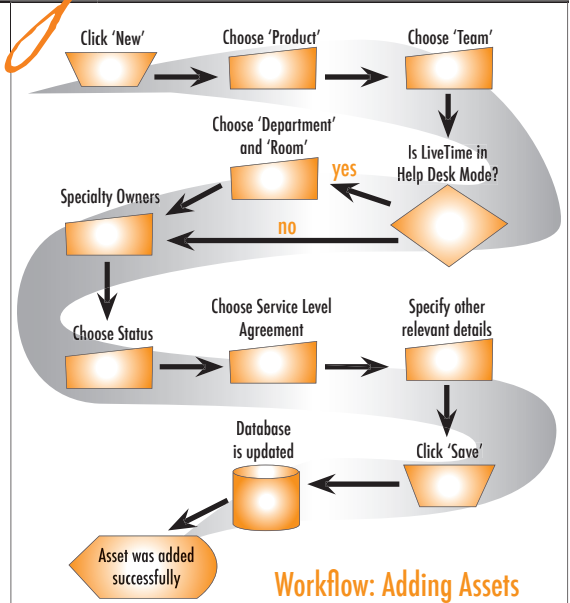
- To search for cases based on text entered into the case description field, toggle the search to 'Full Text' and specify your search criteria. A list of cases matching your search will be retrieved.
- To sort cases based on case status, simply click on the triangle icon inside the 'status' column heading. This technique also works across all other column headings across the application.
- To extend a case search, hold down the 'Ctrl' key to multi-select values from the case status and case priority drop-down boxes.

### Management of Cases

- To sequentially move between cases while in edit mode, use the back and/or forward arrow icons. These are located alongside the case number.
- To create a case note for an emailed ticket, simply reply to the original email acknowledgment containing the new text and or attachment. This will automatically create a case note for the relevant case, available to view by both client and technician.

### Asset Management

- Enabling asset numbers to be editable allows administrators to customize the asset identifier used by the system. Subsequent search and retrieval of assets is then performed using the customized identifier.
- One-way to fast track the entry of new assets is to use the Duplicate feature. Duplicating an asset takes away time and effort necessary to enter like assets
- To quickly view a list of cases belonging to a particular asset, select the asset and then click on the cases tab.



### Asset Lifecycle Management —from page 1.

Depreciated assets would make up yet another lifecycle phase under a typical help desk asset status scheme.

Asset status types can be created, edited and deleted under the Assets -> Types -> Status tab in the LiveTime interface. As an asset's status advances through its established lifecycle, relevant parties like technicians, salespeople and account managers can update the record to reflect its current state.

Once an asset's status is set to the appropriate type, other users can then use LiveTime's sorting and searching features to easily isolate and manipulate assets that share a specific status type.

For instance, a technician in a help desk operation may want to quickly surmise which assets need to be replaced. He or she can do so by simple navigating to the Assets -> Assets tab in the LiveTime interface, clicking 'Search' and then choosing the appropriate status type (the 'Needs Replacing' status type in this case).

For further convenience, assets can be sorted by status in the main asset list. This allows all assets that share a common asset type to be grouped together visually, making them easier to work with.

Although careful planning of your asset status scheme is very important (especially for large organizations in which many people have a 'stake' in an asset's proper management), one of the major benefits of distributed applications like LiveTime is the flexibility to adjust to new conditions as they arise. If, after implementing your original asset status scheme you encounter a situation not covered by any of your existing status types, an additional type can easily be created. Likewise, if you find through experience that certain status types aren't being used, they can always be deleted or modified to better reflect the asset state they're intended to represent.

When combined with thoughtful planning and diligent maintenance, LiveTime is a powerful ally in the battle for streamlined business processes that can help you build and maintain an elegant, well-organized and highly productive workflow.