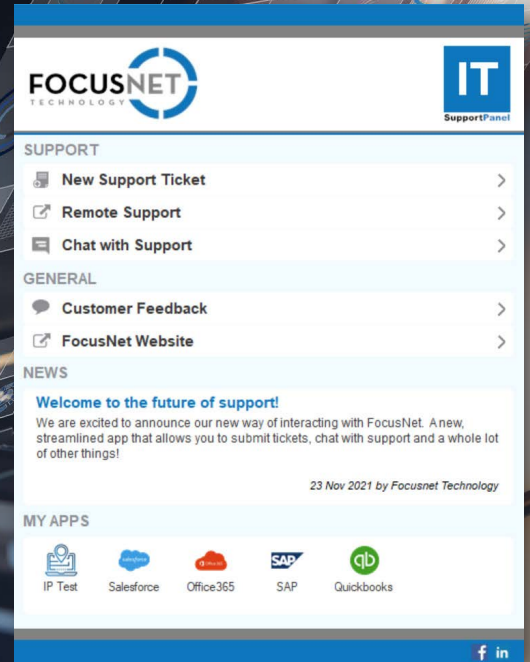




DESKTOP SUPPORT APP

In the world of social media and instant messaging, having to call or send an email to get in contact with your IT provider can seem old fashioned. Our client-exclusive FocusNet IT Support Panel has been specifically designed to make communication with your IT team as easy as possible.

The support app sits right on your desktop allowing direct contact with our Service Desk. This continual access helps to take technical frustrations out of your day and increases productivity by placing the right tools in your hand to ensure a happier IT experience.



Delivering a Superior IT Customer Experience



Improve Your Productivity, Security and Overall IT Experience.

The FocusNet IT Support Panel (ITSP) works to significantly accelerate efficiency for both our clients and our technicians by utilising smart ticketing and live support functions. The app guides users in providing the exact information we need to provide the best solutions in the quickest time possible.

Need to take a quick screenshot and send it over as a ticket? Do it in a couple of clicks right from the app. Need to chat with support? Do it from the app. Need to add new users? Fill out an online form right from the app!

The support panel works on Windows, Mac, iOS and Android enabling you to have 'one pane of glass' access to everything related to IT from one simple click.

Features & Benefits:

- ✓ Fully customisable to suit your business
- ✓ Accessible by all users on the desktop
- ✓ Log intelligent tickets in real-time
- ✓ Live remote support
- ✓ Live chat support
- ✓ Screen capturing & file attachments
- ✓ Shortcuts to business apps/documents/websites
- ✓ Quick links for onboarding new employees
- ✓ Create staff knowledgebase/training portal
- ✓ Receive latest announcements and updates
- ✓ Submit feedback for your support
- ✓ And more to come.