



G I V @<sup>®</sup>

Reports

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**The Giva difference:**

- ✓ One-week deployment
- ✓ Real-time reports and business analytics
- ✓ Unparalleled customer service

## Giva Dashboard & Real-time Business Analytics

**My Charts, My Reports, Hot Board, Notifications & SLAs**

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## **Giva Dashboard-Hosted Help Desk & Customer Service Software**

Giva develops world class IT help desk application software and customer service software. In fact, Giva is an industry leader. Some of the chief concerns we hear from professionals just like you is your frustration with obtaining constant visibility to critical issues, little or no business analytics let alone real-time reports. Sound familiar?

Giva solves this problem. Our Dashboard allows constant visibility to hot spots and highlights critical issues. It even helps you track team performance!

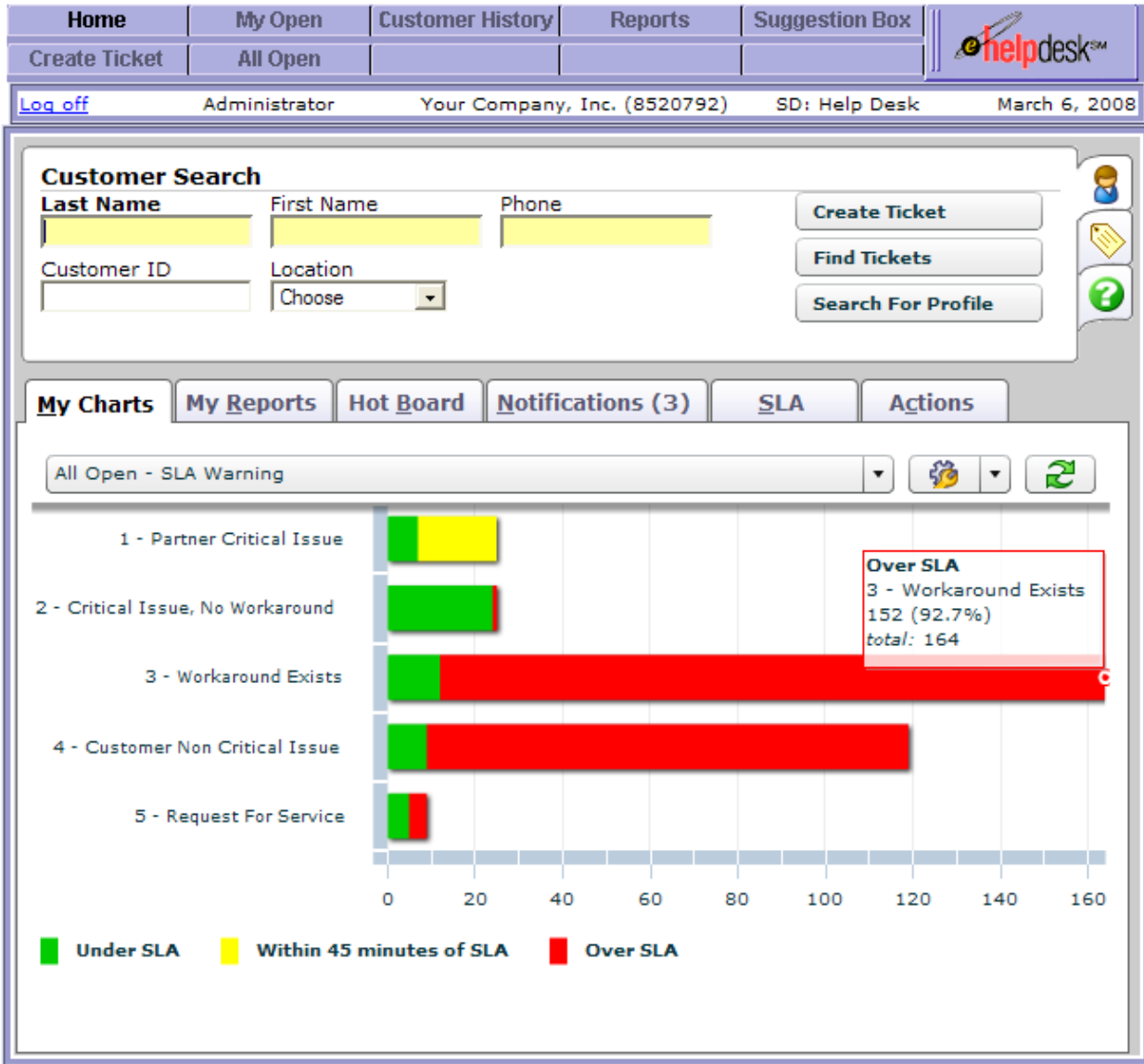
My Charts- Real-time metrics and business analytics

My Reports- Easy access to frequently viewed real-time reports

Hot Board- Information about major events or outages and new knowledge base articles

Notifications- Instant visibility of urgent messages from analysts, supervisors and managers

Service Level Agreements- “Top-of-the-mind” reminder of response and resolve times

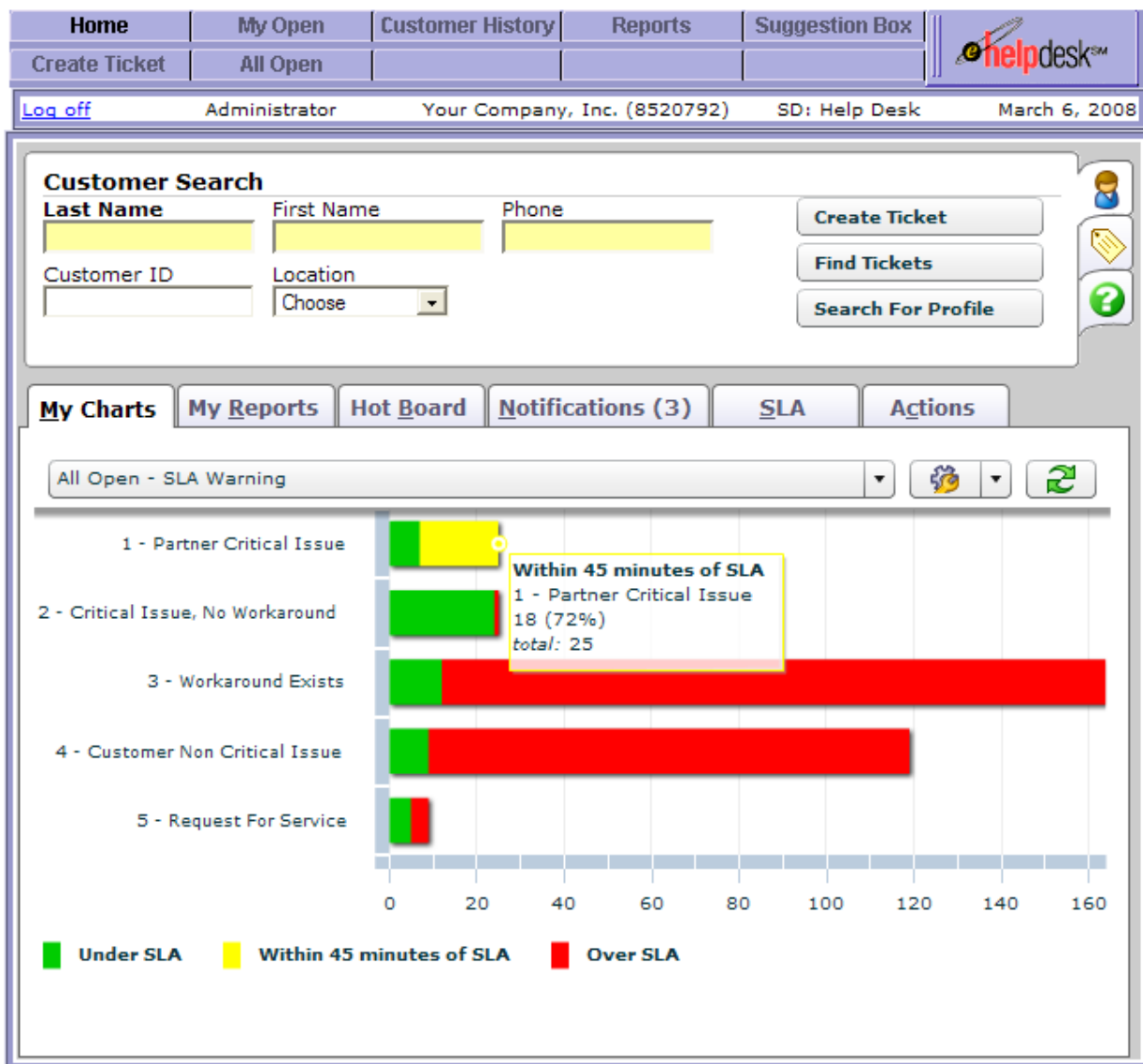




## Giva Dashboard-Hosted Help Desk & Customer Service Software

### My Charts- All Open SLA Warning

This bar chart provides visual and color warnings that are simple and easy to understand. If you mouse over any chart, then summary information is displayed.





## **Giva Dashboard-Hosted Help Desk & Customer Service Software**

My Reports- Provides easy access to frequently viewed reports. Place your favorite reports on the custom dashboard for instant access.

We preconfigured many of the most popular reports into our software and created templates that make it easy for you to customize reports to meet your unique needs. Then, we made it possible to track processes, evaluate performance in real-time, download the results for analysis or presentation and automatically schedule specific reports to be sent to management. You can even convert any report to PDF with a simple mouse click. More importantly, Giva reports allow you to determine why calls occur and take actions to reduce call volume – helping you lower your costs and increase customer satisfaction.

Best of all, Giva eHelpDesk does not require any additional reporting software. With Giva Easy Three-Click™ reporting, "Click, click, click" is all it takes to gain true insight into the performance of your organization.

<a href="#">Home</a>	<a href="#">My Open</a>	<a href="#">Customer History</a>	<a href="#">Reports</a>	<a href="#">Suggestion Box</a>	
<a href="#">Create Ticket</a>	<a href="#">All Open</a>				

[Log off](#)      5002      Your Company, Inc. (1)      SD: Help Desk      March 6, 2008

### Customer Search

Last Name	First Name	Phone	<input type="button" value="Create Ticket"/> <input type="button" value="Find Tickets"/> <input type="button" value="Search For Profile"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Customer ID	Region/Location		
<input type="text"/>	<input type="text" value="Choose"/>		

<a href="#">My Charts</a>	<a href="#">My Reports</a>	<a href="#">Hot Board</a>	<a href="#">Notifications (3)</a>	<a href="#">SLA</a>	<a href="#">Actions</a>
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<a href="#">Customer Satisfaction Report</a> Show customer satisfaction levels	<a href="#">Nature of Request Frequency Report</a> Show natures of request by level & sublevels
<a href="#">Customer Satisfaction Trends Report</a> Show customer satisfaction trends	<a href="#">Root Cause Summary Report</a> Ticket summary by root cause
<a href="#">First Contact Resolution by Creator Report</a> Show number of tickets vs. first call by creator	<a href="#">SLA Compliance</a> SLA compliance report
<a href="#">First Contact Resolution by Nature of Request Report</a> Show number of tickets vs. first call by nature of request	<a href="#">SLA Compliance Trends</a> Show SLA compliance trends over time
<a href="#">First Contact Resolution Trends Report</a> Show help desk first call resolution trends over time	<a href="#">Ticket Fields Report</a> Interactively select tickets with ticket fields
<a href="#">Knowledge Usage Report</a> List record usage count and average ratings	<a href="#">Ticket Frequency Report</a> Show ticket frequency and duration summaries
<a href="#">Knowledge Value Report</a> List how valuable the knowledge is by service group or creator	<hr/> <a href="#">Other Reports</a> Display list of all reports
<a href="#">Nature of Request Analysis Report</a> Nature of request analysis report	<a href="#">Set up My Reports</a> Add reports to My Reports list



## Giva Dashboard-Hosted Help Desk & Customer Service Software

Hot Board-Instantly access information about significant events and new knowledge articles. Tsunami Tickets are for major events or outages where similar tickets are grouped together.

Dashboard access to new knowledge articles created within the last 14 days displays important information for analysts and agents who can use the information to rapidly resolve customer issues. This tab is only visible if there are open Tsunami ticket(s) and new knowledge articles.

The screenshot shows the Giva Help Desk dashboard. At the top, there is a navigation bar with tabs: Home, My Open, Customer History, Reports, and Suggestion Box. Below this is a secondary bar with 'Create Ticket' and 'All Open' buttons. A status bar shows 'Log off', user ID '5002', company name 'Your Company, Inc. (1)', 'SD: Help Desk', and the date 'March 6, 2008'. The main content area features a 'Customer Search' section with input fields for Last Name, First Name, Phone, Customer ID, and Region/Location, along with 'Create Ticket', 'Find Tickets', and 'Search For Profile' buttons. Below the search section are tabs for 'My Charts', 'My Reports', 'Hot Board', 'Notifications (3)', 'SLA', and 'Actions'. The 'Hot Board' tab is active, displaying 'Open Tsunami Tickets' and 'New Knowledge Records (Last 14 Days)'. The 'Open Tsunami Tickets' section shows a table with one ticket: Ticket # 2488, Description 'Email in NYC Office is down', and Status 'Assigned'. Below the ticket details, there is a list of related tickets: 2488 (Naomi Cantwell), 2490 (Eric Block), 2491 (David Edwards), and 2492 (Barbara Felton). The 'New Knowledge Records' section lists seven records with their respective titles.

Ticket #	Description	Status
<a href="#">2488</a>	Email in NYC Office is down	Assigned

Ticket #	Customer
<a href="#">2488</a>	Naomi Cantwell
<a href="#">2490</a>	Eric Block
<a href="#">2491</a>	David Edwards
<a href="#">2492</a>	Barbara Felton

Record #	Title
<a href="#">5292</a>	PDF Compressor not working
<a href="#">5291</a>	Printing
<a href="#">5290</a>	How to put 2 pages on 1 page in Word?
<a href="#">5289</a>	Display Name shows "ZZImaged" in Proxy Master
<a href="#">5288</a>	New Clients & Matters Mailbox - Rights and Permissions
<a href="#">5287</a>	Archived items not showing attachments / embedded image from SHARED folder.
<a href="#">5286</a>	Location Path: Shares / Drives / Templates



## Giva Dashboard-Hosted Help Desk & Customer Service Software

Notifications Tab- With instant visibility to urgent messages the entire department will be kept up-to-date and facilitate real-time communications. When new messages are posted, users are brought back to this page to make sure they view the message.

The screenshot displays the Giva Help Desk dashboard interface. At the top, there is a navigation bar with tabs for Home, My Open, Customer History, Reports, and Suggestion Box. Below this is a secondary bar with Create Ticket and All Open options, and the ehelpdesk logo. A status bar shows Log off, user ID 5002, company name Your Company, Inc. (1), SD: Help Desk, and the date March 6, 2008.

The main content area features a Customer Search section with input fields for Last Name, First Name, Phone, Customer ID, and Region/Location (with a dropdown menu). Action buttons for Create Ticket, Find Tickets, and Search For Profile are present. A sidebar on the right contains icons for user profile, tickets, and help.

Below the search section is a navigation bar with tabs for My Charts, My Reports, Hot Board, Notifications (3), SLA, and Actions. The Notifications (3) tab is active, displaying a section titled Important Notifications for March 6, 2008. The notifications list includes:

- Financial application is down in Headquarters office in Chicago. Posted at 01:07 PM PST by Ed Smith
- ERP Application in NYC office running very slow- 10 am EST. Posted at 01:07 PM PST by Ed Smith
- Email down in Chicago Office since 9 am CST. Posted at 01:06 PM PST by Ed Smith



## Giva Dashboard-Hosted Help Desk & Customer Service Software

Service Level Agreements- This tab provides a “top-of-the-mind” reminder of response and resolve times for SLAs. Users are reminded of the organization’s formal SLA descriptions and respond and resolve times. This helps properly set customer expectations.

The screenshot shows the Giva Help Desk dashboard interface. At the top, there is a navigation bar with tabs: Home, My Open, Customer History, Reports, and Suggestion Box. Below this is a secondary bar with 'Create Ticket' and 'All Open' buttons. The main header area includes 'Log off', user ID '5002', company name 'Your Company, Inc. (1)', 'SD: Help Desk', and the date 'March 6, 2008'. The 'e helpdesk' logo is in the top right. A 'Customer Search' section contains input fields for Last Name, First Name, Phone, Customer ID, and Region/Location (with a 'Choose' dropdown), and buttons for 'Create Ticket', 'Find Tickets', and 'Search For Profile'. Below the search section is a navigation bar with tabs: My Charts, My Reports, Hot Board, Notifications (3), SLA (selected), and Actions. The main content area is titled 'Service Level Agreements' and contains a table with columns: Level, Resolve, Respond, and Description.

<u>Level</u>	<u>Resolve</u>	<u>Respond</u>	<u>Description</u>
1 - Business Halted	15 MINS	5 MINS	Emergency affecting multiple users such as mission critical application down and Company's revenue or product development impacted or required communication delayed.
2 - Business Impacted	1 HR	30 MINS	Emergency affecting multiple users where mission critical application is partially unavailable or there is a reduction in productivity. Also, single user whose system is down and they have no alternatives.
3 - Non-Critical	8 HRS	4 HRS	Problems or requests with non-critical issues.
4 - Service Request	5 DAYS	2 DAYS	Planned events where lead times can be anticipated and work planned.
5 - Training Request	5 DAYS	2 DAYS	Requests for Training.
6 - Manual			Set time due manually



## **Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)**

Giva develops world class IT help desk application software and customer service software. In fact, Giva is an industry leader. Some of the chief concerns we hear from professionals just like you is your frustration with obtaining constant visibility to critical issues, little or no business analytics let alone real-time reports. Sound familiar?

Giva solves this problem. Our Dashboard allows constant visibility to hot spots and highlights critical issues with real-time metrics and business analytics. It even helps you track team performance!

### **My Charts Tab-All Quickviews & My Quickviews**

This tab contains various real-time metrics and business analytics that Analysts, Supervisors and Executives can use for constant visibility to critical issues and monitor overall service desk activity. For Supervisors and Executives, there are 7 All Quickview graphical charts for Key Performance Indicators (KPIs).

See “All Quickviews and “My Quickviews” on the menu. You can configure which chart you want to view by default and the related drill down columns. Administrators can configure Analysts to see a specific default chart each time that they come back to the home page to make sure that critical information is maintained in front of them.

<a href="#">Home</a>	<a href="#">My Open</a>	<a href="#">Customer History</a>	<a href="#">Reports</a>	<a href="#">Suggestion Box</a>	
<a href="#">Create Ticket</a>	<a href="#">All Open</a>				

[Log off](#)    Administrator    Your Company, Inc. (8520792)    SD: Help Desk    March 9, 2008

### Customer Search

Last Name	First Name	Phone	<input type="button" value="Create Ticket"/> <input type="button" value="Find Tickets"/> <input type="button" value="Search For Profile"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Customer ID	Location		
<input type="text"/>	<input type="text" value="Choose"/>		

[My Charts](#)    [My Reports](#)    [Hot Board](#)    [Notifications \(3\)](#)    [SLA](#)    [Actions](#)

All Open - SLA Warning

- All QuickViews
- My QuickViews

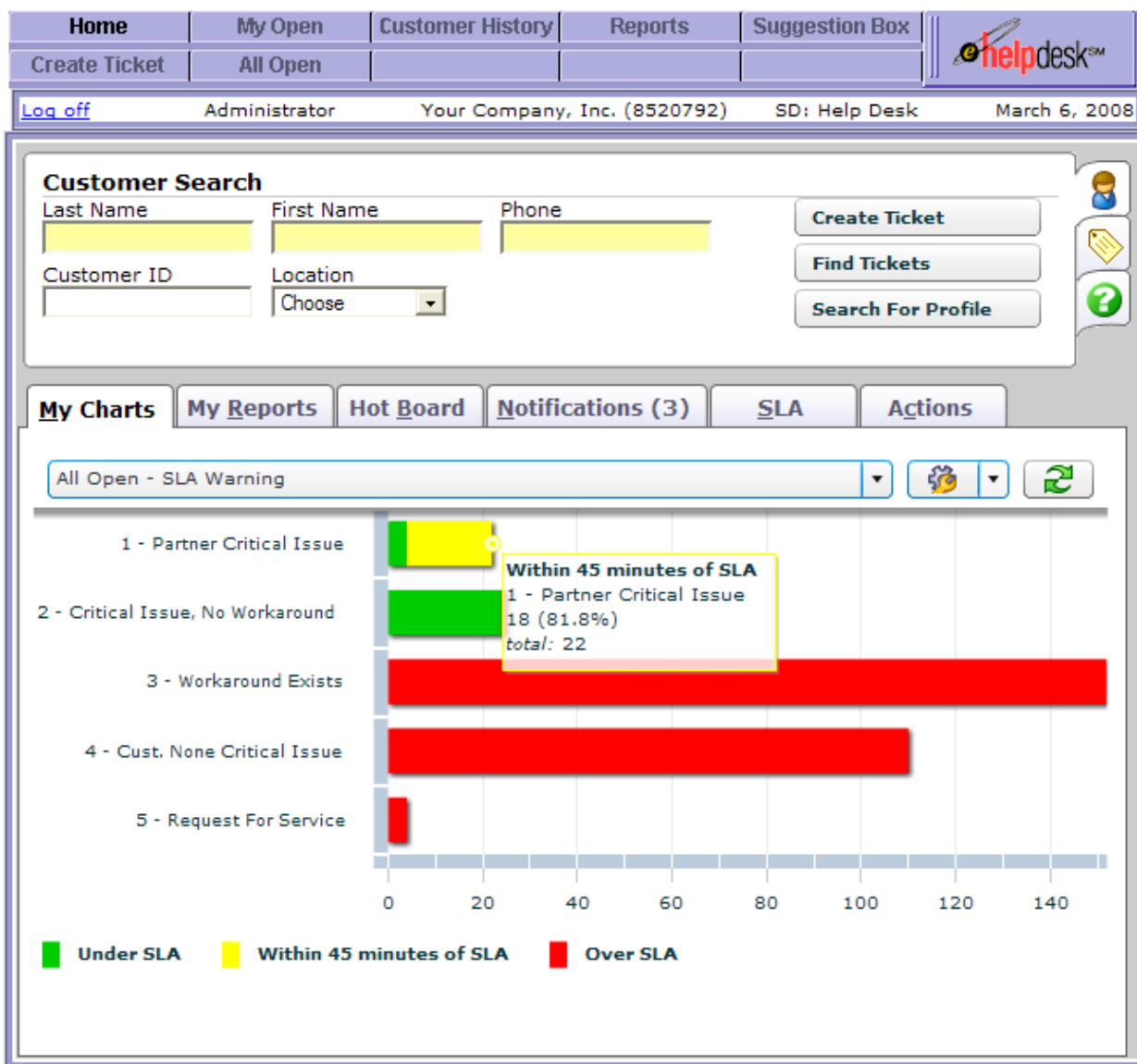
<p>2 - Critical Issue, No Workaround</p> <p>3 - Workaround Exists</p> <p>4 - Customer Non Critical Issue</p> <p>5 - Request For Service</p>	
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## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

### My Charts- All Open SLA Warning

This bar chart provides visual and color warnings that are simple and easy to understand. If you mouse over any chart, then summary information is displayed.

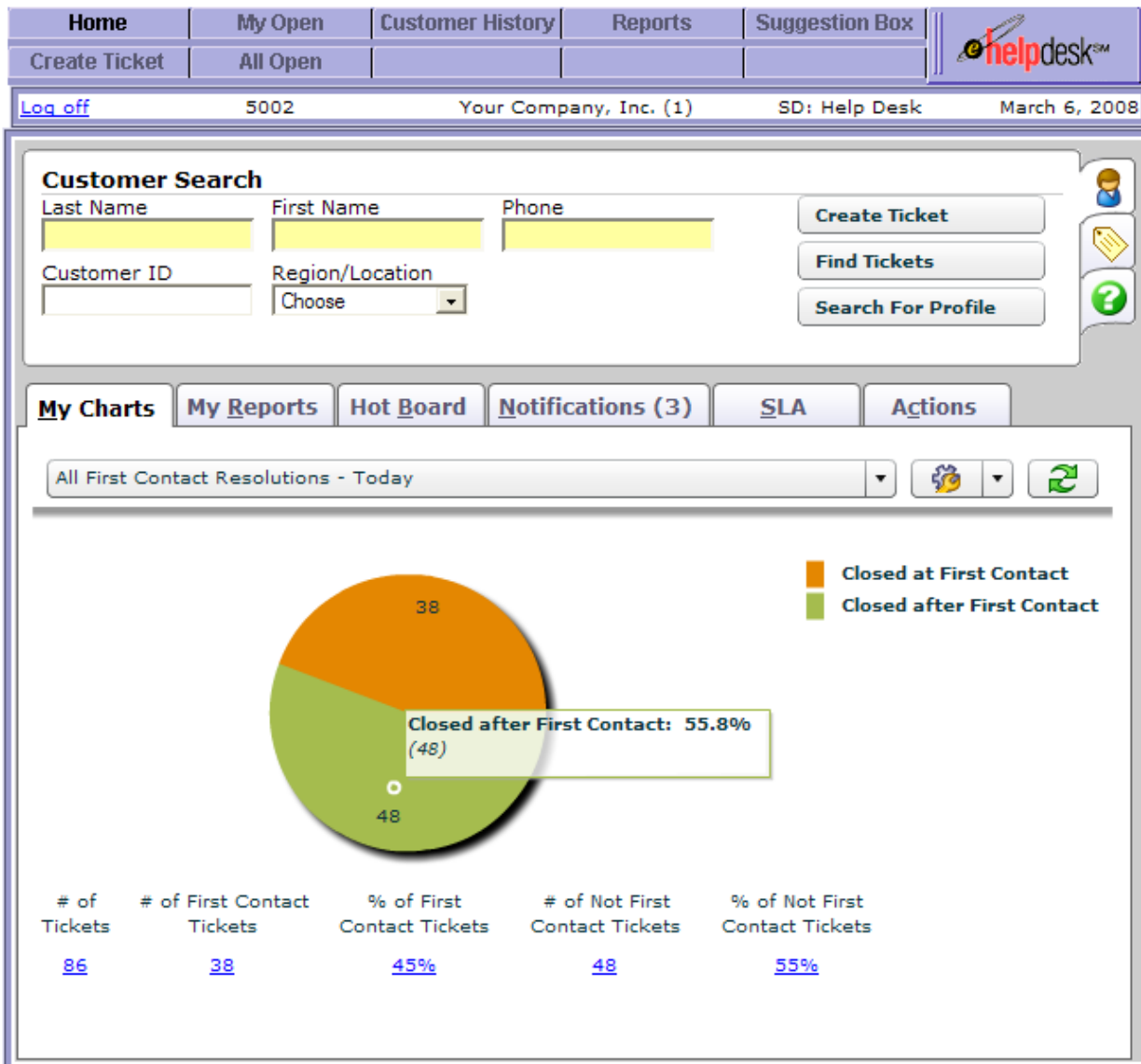




## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

My Charts Tab- All First Contact Resolutions- Today

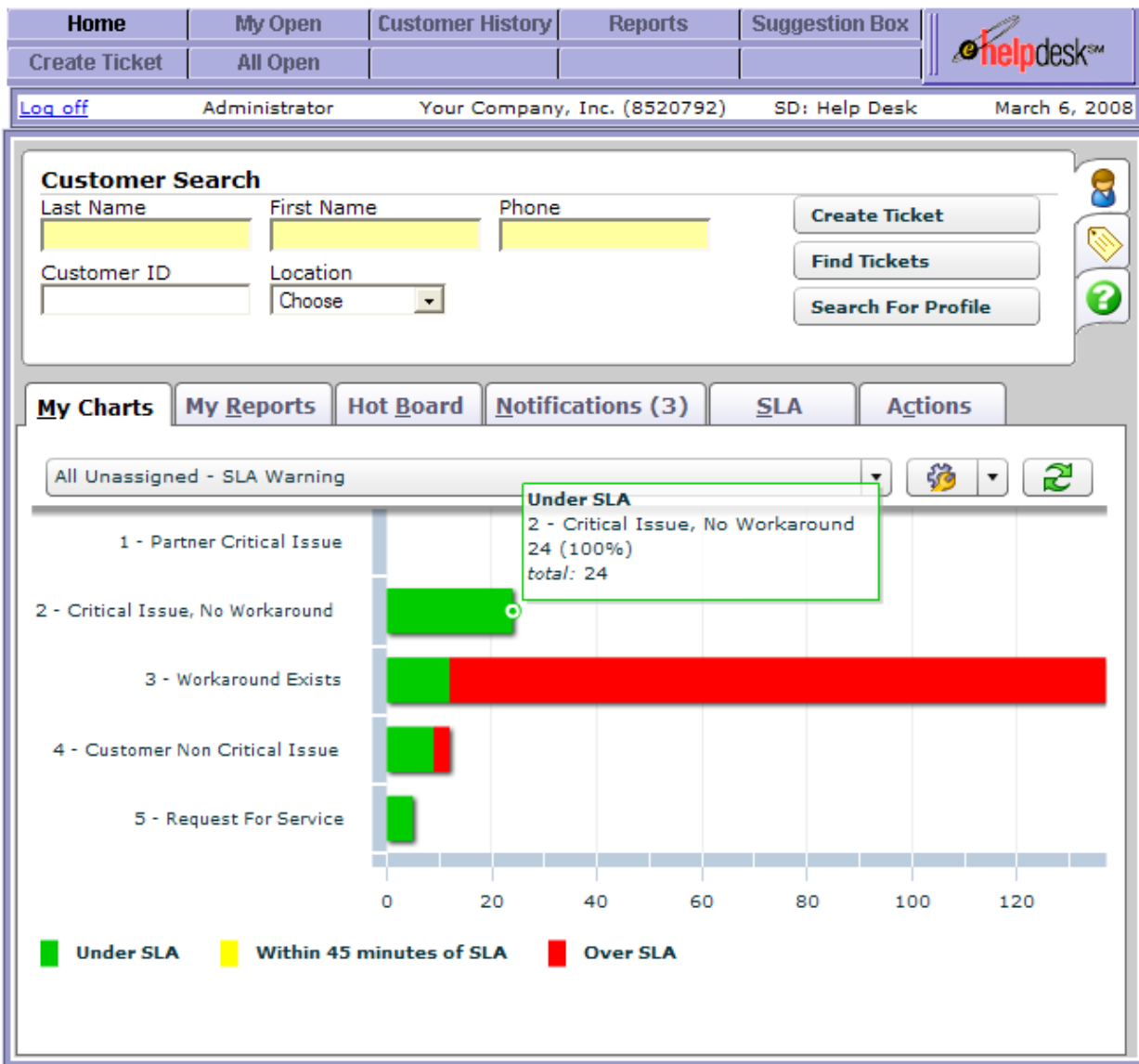
This pie chart displays first contact resolution metrics and percentages for all tickets opened today. The pie chart provides visual and color elements that are simple and easy to understand. If you click on the chart you can drill down and see more detailed data. You can drill down to ticket level detail to get fast access to any of the information used to calculate this chart.



## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

My Charts Tab- All Unassigned –SLA Warning

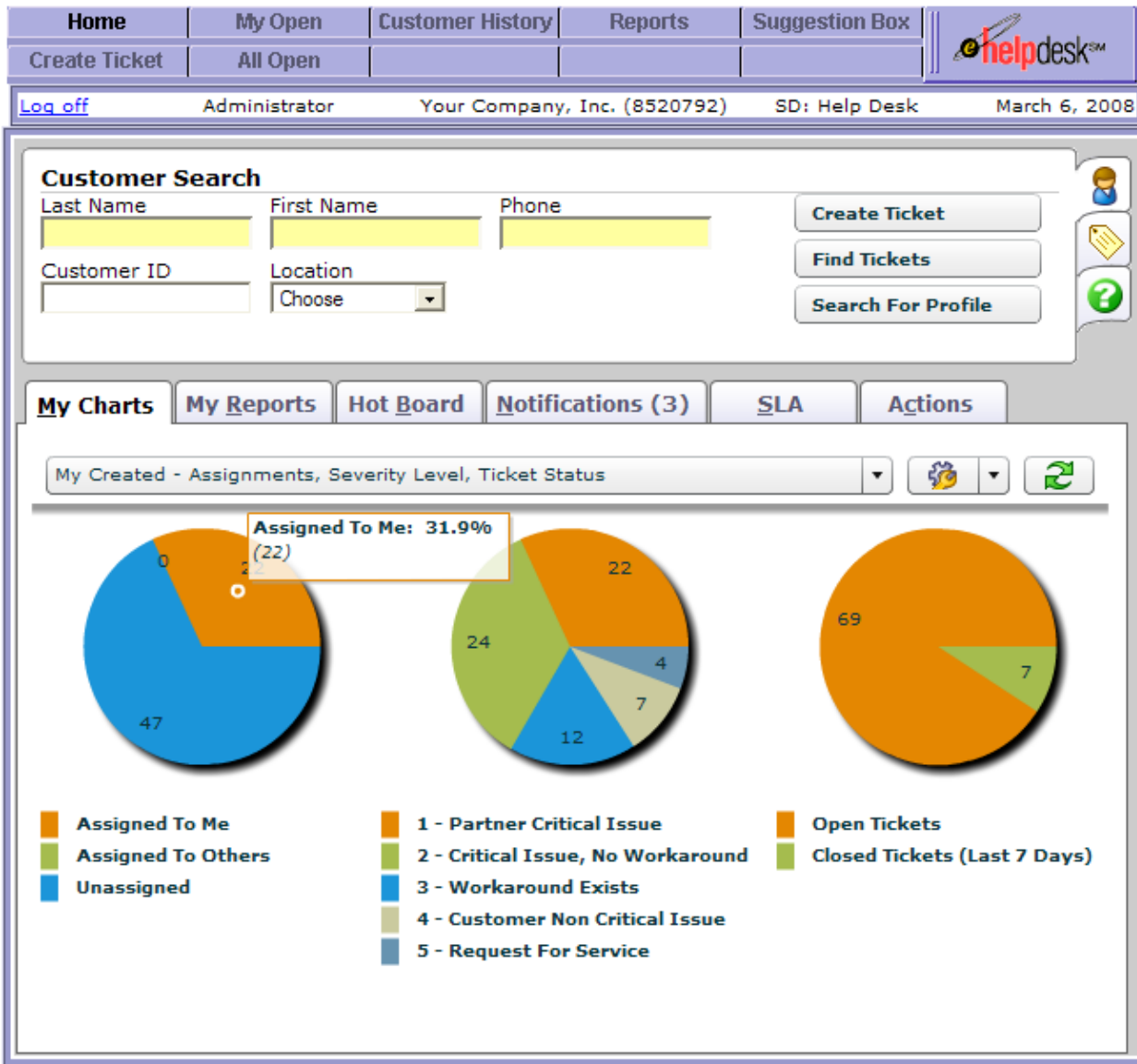
This bar chart displays tickets that are opened and unassigned. It is important to obtain quick visibility to tickets before the SLA is breached.



## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

My Charts Tab- My Created – Assignments, Severity Level Ticket Status

These pie charts allow analysts to obtain a quick summary of the tickets they created. They can track assignments and make sure that tickets they created and assigned to others are being resolved and closed.

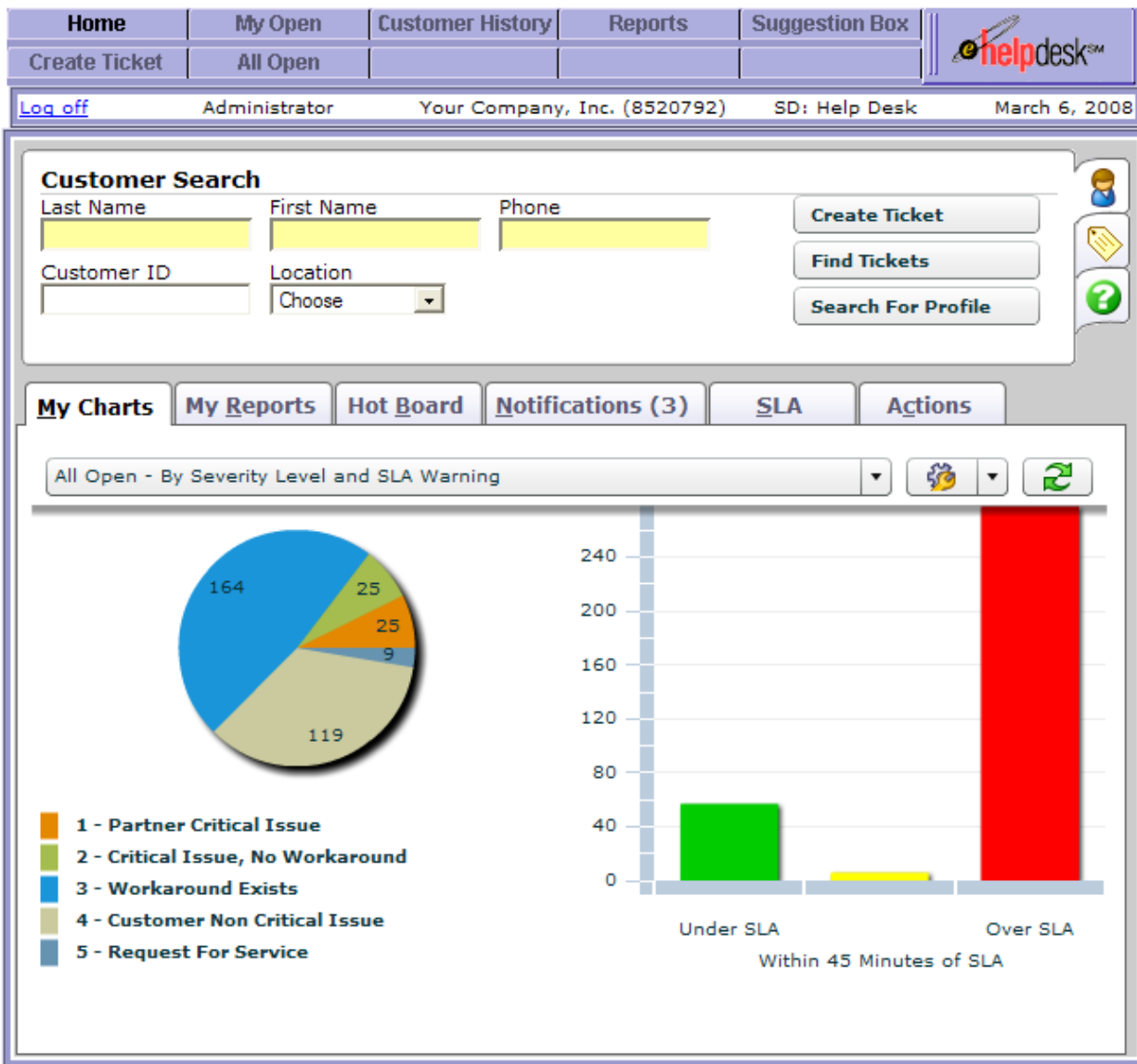




## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

### My Charts Tab- All Open- By Severity Level and SLA Warning

These charts provide Supervisors, Managers and Directors with constant visibility to hot spots and highlight potentially critical issues before tickets exceed the Service Level Agreement.

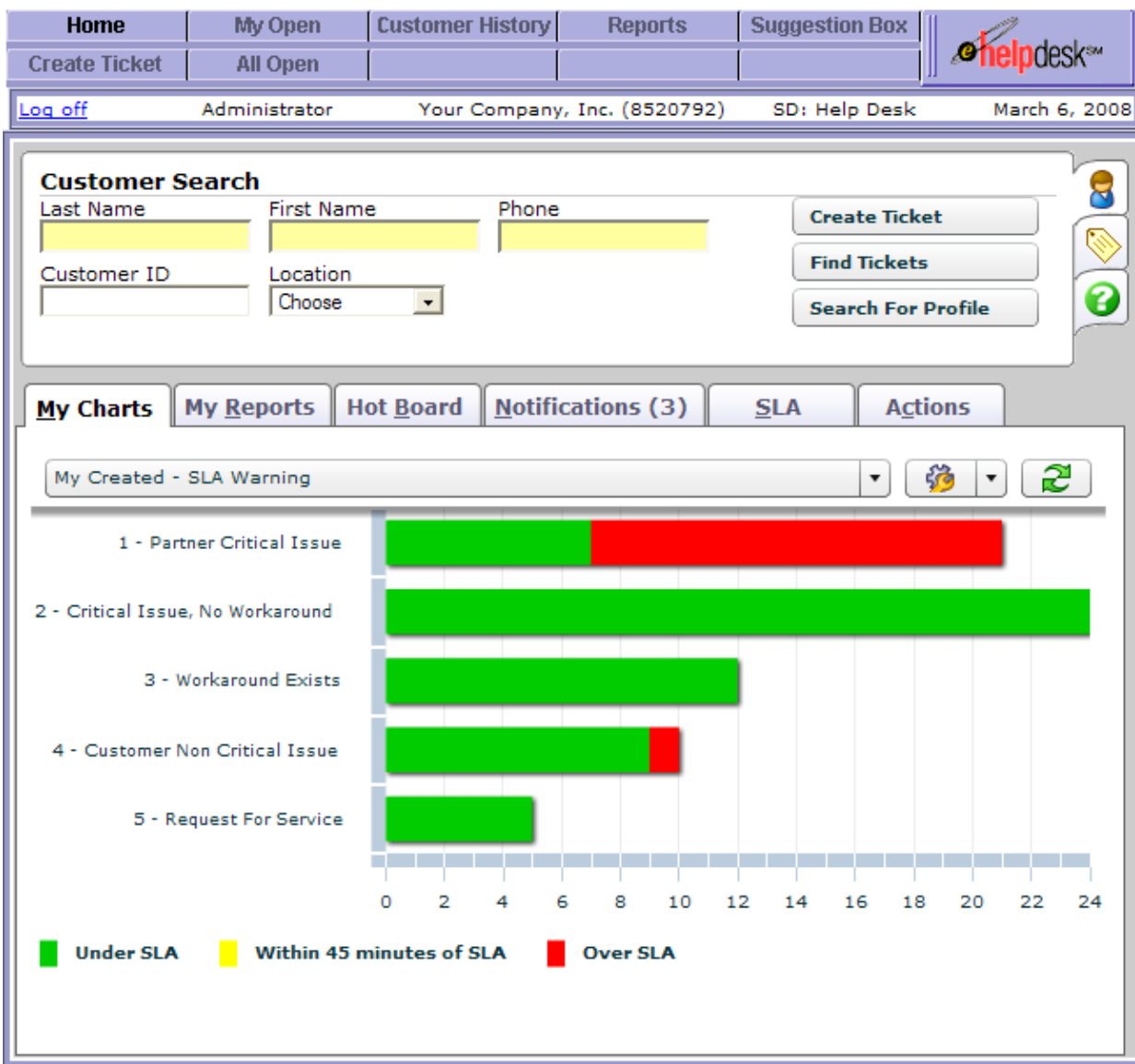




## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

### My Charts Tab- My Created SLA Warning

This bar chart provides analysts visibility to monitor Service Level Agreement warnings by severity level on tickets that they created. By monitoring these charts, they can keep track of tickets assigned to others and make sure that there is appropriate follow-up.

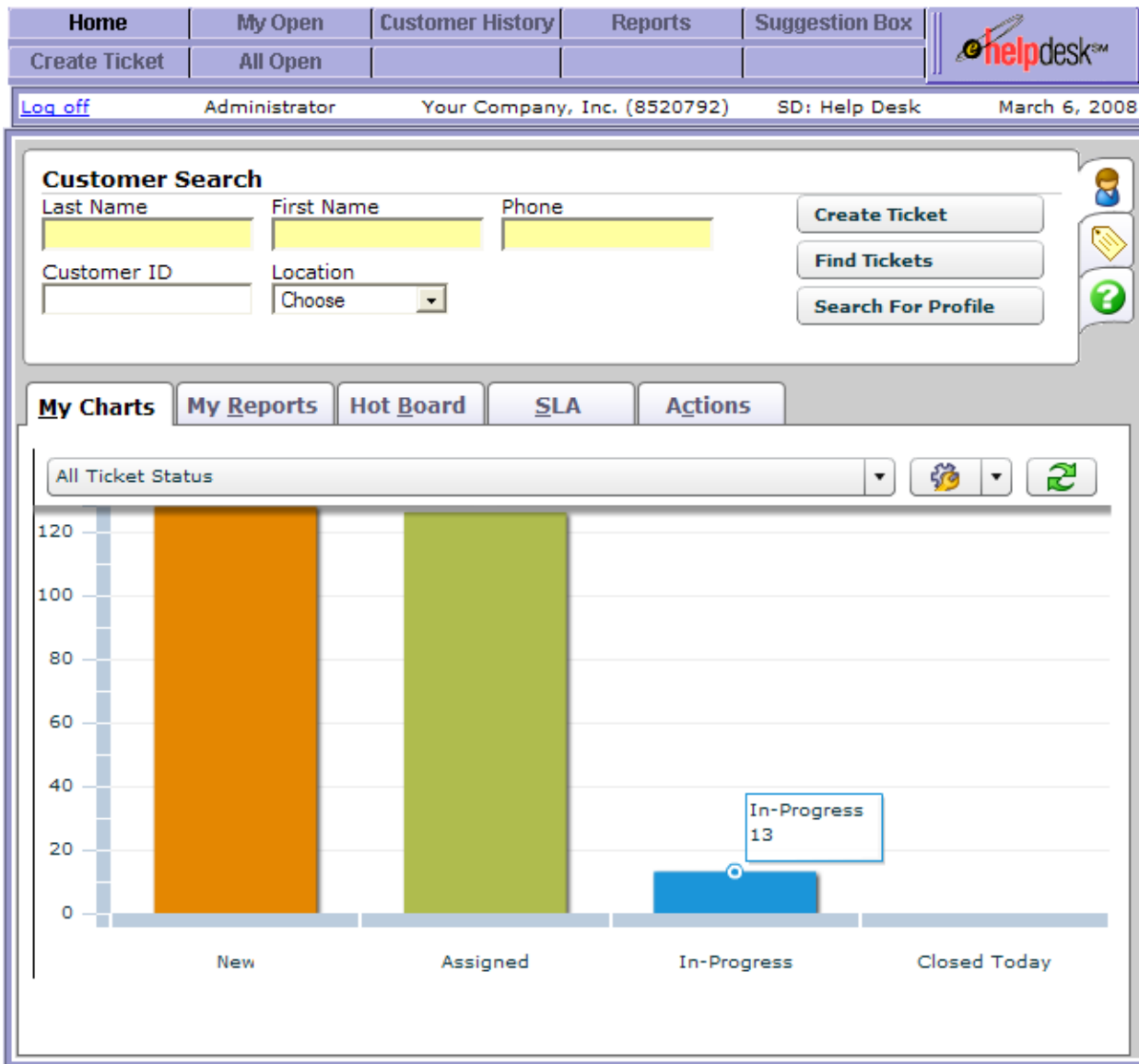




## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

My Charts Tab- All ticket Status-

This chart allows supervisors, managers and directors visibility to the status of all tickets as well as how many were closed today.





## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

### My Charts Tab- Ticket Count By Creator-

This chart displays a number of key statistics about the productivity of analysts today. If you click on any row you can drill down and see more detailed data. You can drill down to ticket level detail to get fast access to any of the information used to calculate this chart.

The screenshot shows the Giva Help Desk interface. At the top, there are navigation tabs: Home, My Open, Customer History, Reports, and Suggestion Box. Below these are buttons for 'Create Ticket' and 'All Open'. The user is logged in as 'Your Company, Inc. (1)' with 'SD: Help Desk' and the date 'March 6, 2008'. The 'Customer Search' section includes fields for Last Name, First Name, Phone, Customer ID, and Region/Location, along with buttons for 'Create Ticket', 'Find Tickets', and 'Search For Profile'. The 'My Charts' tab is selected, showing a table titled 'Ticket Count by Creator - Today'. The table lists analysts and their ticket counts.

Ticket Creator	# of Open Tickets	# of Closed Tickets	Total Tickets
Daniels, Charlie	0 0%	0 0%	0 0%
Davis, Betty	0 0%	0 0%	0 0%
Doright, Sally	0 0%	0 0%	0 0%
Edwards, David	0 0%	0 0%	0 0%
Felton, Barbara	0 0%	0 0%	0 0%
Fester, Jim	0 0%	0 0%	0 0%
Frank, Eloise	0 0%	0 0%	0 0%
Genoa, Bill	0 0%	0 0%	0 0%
Gillard, Susan	0 0%	0 0%	0 0%
Totals:	4	60	64



## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

### My Charts Tab

This chart displays the Top 10 Ticket categories/subjects of tickets created today along with key statistics.

The screenshot shows the Giva Help Desk interface. At the top, there are navigation tabs: Home, My Open, Customer History, Reports, and Suggestion Box. Below these are buttons for 'Create Ticket' and 'All Open'. The user is logged in as '5002' for 'Your Company, Inc. (1)' with 'SD: Help Desk' and the date 'March 6, 2008'. The 'Customer Search' section includes fields for Last Name, First Name, Phone, Customer ID, and Region/Location, along with buttons for 'Create Ticket', 'Find Tickets', and 'Search For Profile'. The 'My Charts' tab is active, displaying a chart titled 'Top 10 Nature of Requests - Today'. The chart is a table with columns for 'Nature of Request', '# of Tickets', and '% of Total'.

Nature of Request	# of Tickets	% of Total
Applications-Common:Outlook	28	13%
Network:Router	16	7.4%
Mail Lists-Messaging:Broken	13	6%
Blackberry Issue	12	5.6%
MS App Issue	10	4.7%
Network:Leased Line	9	4.2%
Network:Routing	6	2.8%
Applications-Common:MS Office 97	5	2.3%
Applications-Common:MS Project	4	1.9%
Applications-Common:Crystal Reports 4.5	4	1.9%
Totals:	107	49.8%



## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

### My Charts Tab

If you touch your mouse anywhere on the charts, you will see more data. If you click on the chart, then you can drill down and view more data. You can click on a ticket number to view ticket level detail. There is a menu to select the drill down columns that you want when you drill down. Administrators can default this Home Page chart to a specific chart that they want their analysts to see every time that they come back to the Home Page.

The screenshot shows the Giva Help Desk interface. At the top, there is a navigation bar with tabs: Home, My Open, Customer History, Reports, and Suggestion Box. Below this is a secondary bar with 'Create Ticket' and 'All Open' buttons. The user's session information is displayed: 'Log off', user ID '5002', company 'Your Company, Inc. (1)', department 'SD: Help Desk', and date 'March 6, 2008'. The main content area features a 'Customer Search' section with input fields for Last Name, First Name, Phone, Customer ID, and Region/Location (with a dropdown menu). To the right of these fields are buttons for 'Create Ticket', 'Find Tickets', and 'Search For Profile'. Below the search section is a row of tabs: 'My Charts' (selected), 'My Reports', 'Hot Board', 'Notifications (3)', 'SLA', and 'Actions'. A 'View Tickets: Applications-Common:Outlook' window is open, displaying a table of tickets.

Ticket #	SLA	Create Date	Customer	Nature of Request
1448	1	2005-10-04 9:2	Dave Swing	Applications-Common:Outlook
1449	1	2005-10-04 9:2	Brian Smith	Applications-Common:Outlook
1450	1	2005-10-04 9:2	Naomi Cantwell	Applications-Common:Outlook
1501	1	2005-11-08 7:3	Ed Smith	Applications-Common:Outlook
1502	3	2005-11-08 7:3	Dave Swing	Applications-Common:Outlook
1503	3	2005-11-08 7:3	Naomi Cantwell	Applications-Common:Outlook
1504	3	2005-11-08 7:3	Brian Smith	Applications-Common:Outlook
1535	1	2005-11-15 8:3	Dave Swing	Applications-Common:Outlook
1536	1	2005-11-15 8:3	Brian Smith	Applications-Common:Outlook

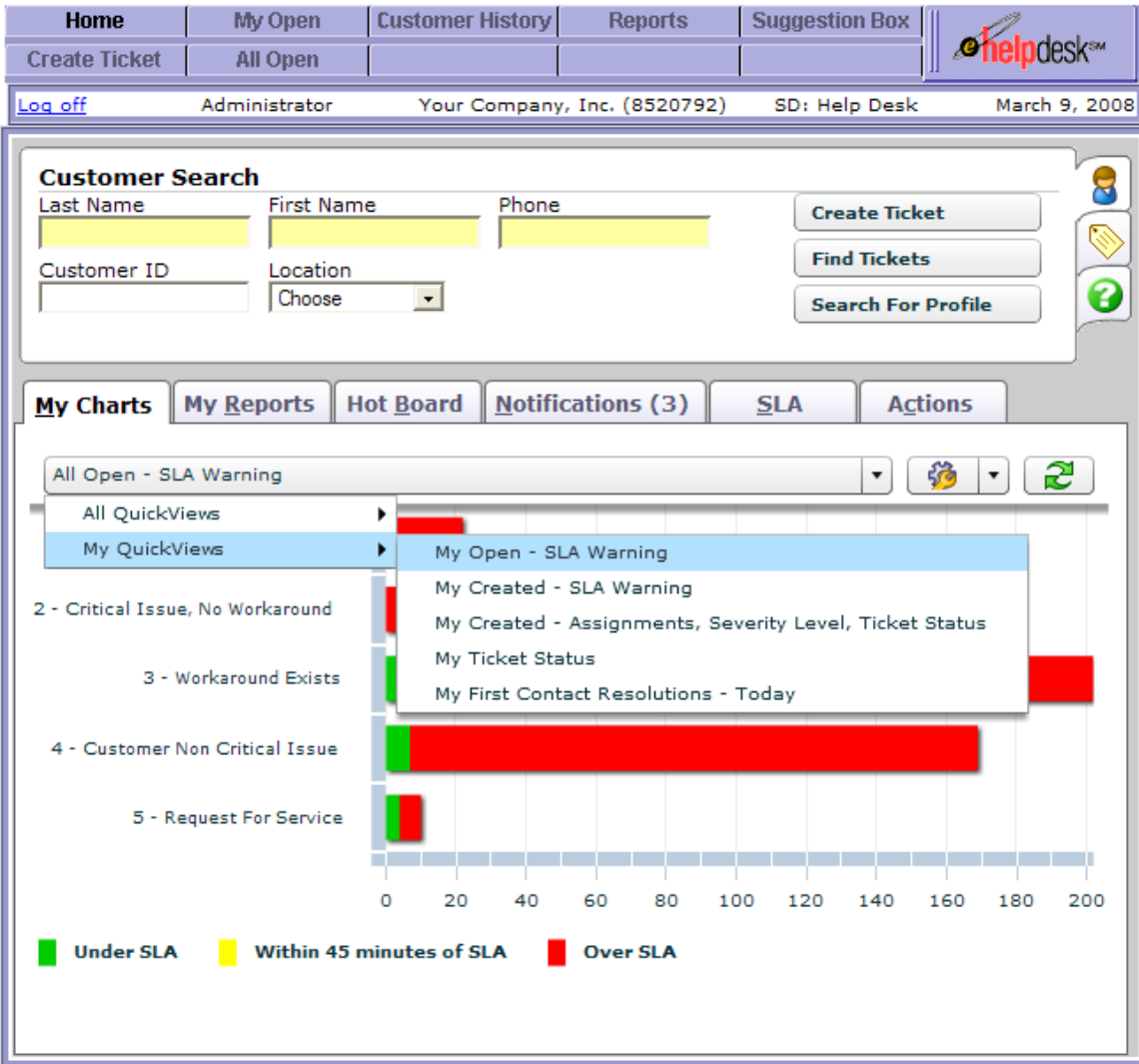


## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

### My Charts Tab

#### My QuickViews-

If you click your mouse on the left side of the menu, then a drop down menu with All Quickviews and My Quickviews is displayed. There are 7 “All Quickviews” graphical charts that provide views to Key Performance Metrics (KPIs) that you may want to monitor. This is mostly for Supervisors, Managers and Directors. There are also 5 “My Quickviews” graphical charts. This is mostly for Analysts and Supervisors using the system.

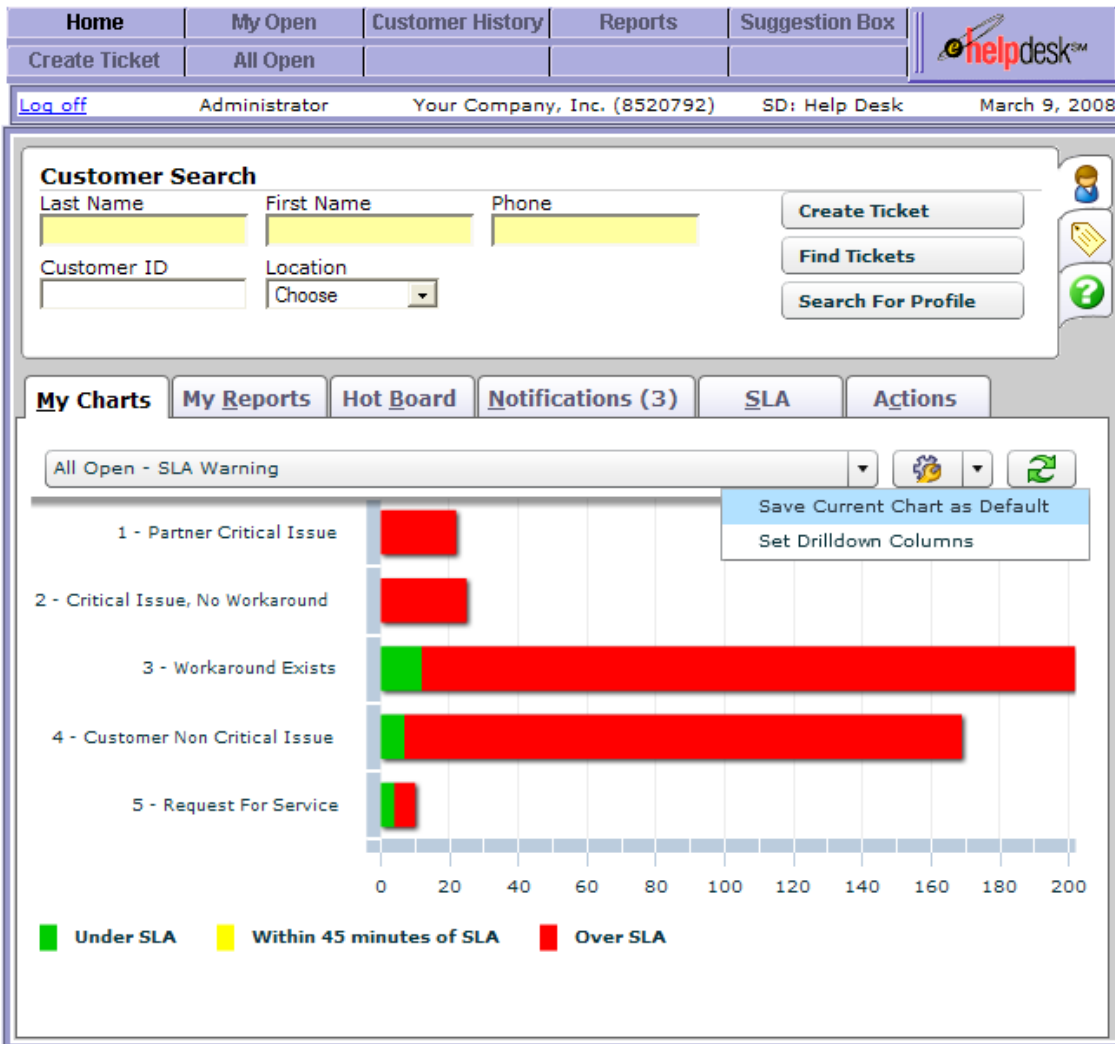




## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

### My Charts Tab

Toolbar Icon- You can set the current chart as the default chart by clicking on the Toolbar icon and selecting, “Save Current Chart as Default”. Each time that you come back to the Home Page the same chart will automatically be refreshed. You can look at other charts while on the Home Page.





## Giva Help Desk & Customer Service Metrics and Business Analytics Key Performance Indicators (KPI)

### My Charts Tab

You can set the drill down columns that you would like to view anytime that you drill down for more information. You can set the default drill down columns by clicking on the Toolbar icon and selecting, "Select Drill Down Columns" and checking the appropriate columns and clicking "Save". Each time that you drill down for more information, these columns will be displayed.

The screenshot shows the Giva Help Desk interface. At the top, there is a navigation bar with tabs: Home, My Open, Customer History, Reports, and Suggestion Box. Below this is a secondary bar with 'Create Ticket' and 'All Open' buttons. The main header area displays 'Log off', 'Administrator', 'Your Company, Inc. (8520792)', 'SD: Help Desk', and 'March 9, 2008'. The 'Customer Search' section includes input fields for Last Name, First Name, Phone, Customer ID, and Location, along with buttons for 'Create Ticket', 'Find Tickets', and 'Search For Profile'. A toolbar on the right contains icons for user profile, tickets, and help. Below the search section are tabs for 'My Charts', 'My Reports', 'Hot Board', 'Notifications (3)', 'SLA', and 'Actions'. A dialog box titled 'Select Drill Down Columns' is open, prompting the user to select columns for drilling down. The dialog contains a list of columns with checkboxes: Severity Level (checked), Create Date (checked), Department (unchecked), Customer (checked), Nature of Request (checked), SLA Respond By (unchecked), SLA Resolve By (checked), Status (checked), Location (unchecked), Assignee (checked), Creator (checked), and Brief Description (unchecked). 'Save' and 'Cancel' buttons are at the bottom of the dialog.