

Capturing the Problem with Quick Fix



THE CHALLENGE

The communication between users and the Service Desk can be challenging. Technical issues are often difficult to explain with words, which makes the process time-consuming and a bit tedious.

OUR SOLUTION

We have created a simple yet efficient tool to support communication and understanding between user and the Service Desk. By pressing the shortcut "windows + H" the tool captures a screenshot and starts ServiceNow simultaneously. The user can then choose to create an incident with the screenshot of the issue attached automatically.

SAVE TIME

In short - a simple and efficient Incident Management reporting tool that saves time and helps the Service Desk understand the problem easily.

YOUR BENEFITS

- Everyone involved in the process saves time
- Incidents are solved faster
- Misunderstandings are reduced
- Easy for the user