

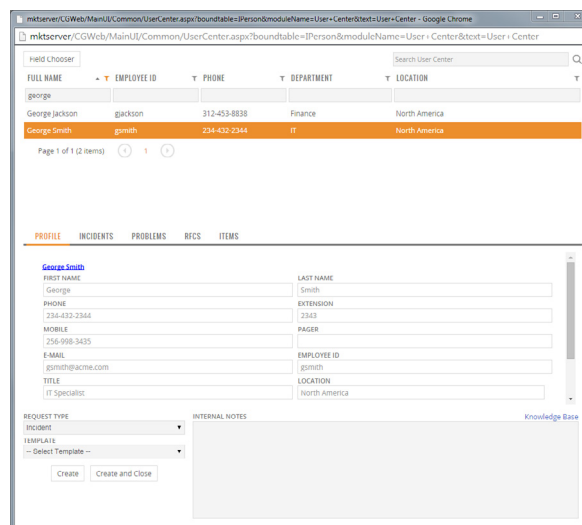
## The ChangeGear User Center

The User Center is a fully integrated feature of ChangeGear designed to increase Service Desk efficiency and improve customer satisfaction. The User Center feature streamlines request creation for the Service Desk Analysts with an intuitive workspace that makes submitting a new request quick and easy. With User Center, the Service Desk Analyst can use the Profile Browser to easily locate the profile of inbound callers, review request history, and quickly submit a new service, Incident, Problem or Change request.

### Profile Browser

The User Center Profile Browser allows Service Desk Analysts to quickly identify a caller and automatically enter profile information into the new request.

The Service Desk Analyst receives an inbound support call from the user. Upon answering, the analyst acquires identifying information such as name, phone number, or employee ID. With this information the User Center Profile Browser automatically presents the grid-based results. After the analyst identifies and selects the correct user profile, User Center adds all other known profile information into the appropriate request fields.



### History

The User Center consolidates user request history.

In order to provide complete information for the Service Desk Analyst to handle the request, the ChangeGear User Center consolidates access to the complete history of the user. The Service Desk Analyst can easily review the user's recent service, Incident, Problem or Change requests. Since the User Center is a fully integrated part of ChangeGear, SunView Software clients using the ChangeGear CMDB get the added benefit of automatically gathering information on the user's technology assets or Configuration Items (CIs).

### Request Creation

The User Center makes request creation as simple as clicking the create button.

Once the user has been identified, the analyst chooses the request type (Service, Incident, Problem or Change), selects a pre-populated template, inputs any additional information in the notes field and simply clicks on the "Create" button to create the request. If no template is chosen, the request opens for completion. The request is then available in the appropriate queue for processing, taking advantage of automated routing, SLA management, reporting and more.

### Telephony Integration

The User Center allows for user identification integration with telephony systems.

Using the ChangeGear Web Services API you can leverage Computer Telephony Integration (CTI). This allows you to integrate telephony caller identification into the User Center for rapid profile identification.

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