



SUMMIT Incident Management

DATA SHEET

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Incident Management

The constant availability of superlative service has become imperative for the successful operation of today's IT-driven businesses. Incident Management is an IT Service Management (ITSM) process that helps ensure the same during incidents and minimizes the chances of any adverse impact on business.

SUMMIT Incident Management, an ITIL 2011 certified module, is designed to help tackle incidents smartly and prevent recurrence. Packed with powerful features like out-of-the-box Categorization, Knowledge Management, Auto-Routing, and Auto Escalation workflows, SUMMIT provides the option to route incidents based on diverse criteria. The automated feedback mechanism validates and captures the solution, and also helps monitor SLA compliance.

Key Features

- Self-Service Portal
- Multi-Tenant Platform
- Remote Desktop Sharing and Chat with User
- Comprehensive Reporting
- Checklists
- Per-Incident Cost Management
- Customer Satisfaction (CSAT) Survey

Self-Service Portal

SUMMIT offers multiple ways for end users/customers to access the services of their service providers. End users can log an incident through a web portal, an email/SMS, or a phone call. SUMMIT enables integration to the Active Directory, allowing users to log an incident record through a Single Sign-On (SSO).

The Self-service Portal provides end users the option to view all the incidents logged by them with the status details. In addition, it also allows users to view all the related policy documents published by the respective department and frequently used knowledge articles.

The screenshot displays the SUMMIT Self-Service Portal dashboard, which is organized into several sections:

- Navigation:** USER DASHBOARD (selected), ANALYST DASHBOARD, and ASSET DASHBOARD.
- INCIDENT Section:** Contains four cards: '40 OPEN INCIDENTS', 'NEW INCIDENT', 'MY INCIDENTS', and 'FEEDBACK'.
- SERVICE REQUEST Section:** Contains four cards: '12 OPEN REQUESTS', 'NEW REQUEST', 'MY REQUESTS', and 'FEEDBACK'.
- OTHERS Section:** Includes a 'Resolution SLA' donut chart showing 53% completion, an 'SLA Summary' bar chart, '8 MY ASSETS', and '1 MY ENTITLEMENTS'.
- LOOKING FOR AN ANSWER:** A search bar with a magnifying glass icon.
- BULLETIN BOARD:** Lists announcements such as 'Online certification is open. Please complete all your tests by End of April 2015' and 'Goal Settings for Year 2015 is open - Please complete your goal settings before end of April'.
- KNOWLEDGE RECORDS:** A list of articles with filters for 'IMPORTANT', 'MOST VIEWED', and 'HIGHEST RATED'. Visible articles include 'Outlook Configuration' and 'USB Access'.

Multi-Tenant Platform

The SUMMIT Incident Management is a multi-tenant platform that enables enterprises to configure multiple Service Desk instances, such as IT, HR, Finance, etc. to provide SLA-based services to the end users. SLAs for the respective Service Desk instances can be different and the data privacy between instances can be controlled by providing the relevant access to the assigned Analysts.

LOG NEW INCIDENT [SUBMIT] [CANCEL]

Department *

Facilities
Finance
HR
IT
Procurement

DETAILS

Product Name * [SELECT]

Classification [Incident] [Q]

Category [Communication Apps] [Q]

Symptom
Outlook fails to open with OUT of Memory error

Description
Unable to access mails using Outlook

Recommended Solution(s) Found

- Checking Mailbox Size.doc [Q]
Please refer the attached word document to check the ...
- Outlook Configuration [Q]
You can set up your Office 365 for business or other Mic...
- How to Create Outlook PST Files [Q]
To determine the type of data file that you have, do the ...

Recommended Knowledge Records from Knowledge Management

Asset Allocation

Select	Asset Category	Serial No	Host Name
<input type="checkbox"/>	Laptop	PBM95YM	
<input type="checkbox"/>	Arkadin Conference Bridge	62578745	
<input type="checkbox"/>	Printer	CNC0809166	
<input type="checkbox"/>	Reliance Data Card	9341567834	
<input type="checkbox"/>	Desktop	18CSFY1	
<input type="checkbox"/>	Airtel 4G Data Card	868498001120994	
<input type="checkbox"/>	Laptop	CNU322B43R	
<input type="checkbox"/>	Webex	490241157	

Remote Desktop Sharing and Chat with User

The SUMMIT Incident Management system enables the assigned Analysts to connect to the end user's managed point remotely to troubleshoot the reported incident. It also helps the end users and the assigned Analysts to collaborate via a chat engine. The transcripts of the chat conversation about the incident are recorded.

REMOTE DESKTOP SHARING

Analyst Email-ID [Vijaya.Shanker@symphonyteleca.com]

Customer Email-ID [ramamohanreddy.chilla@symphonyteleca.com]

Join the session immediately

1. Verify Analyst's Email Address and Customer's Email Address
2. Click "Request" button and wait for the session to get started.
3. Once session is initiated on your end, wait for the remote client to join
4. In case of remote session crashing or unable to start the session, try to invite or initiate the session from the session list below
5. If you are using browsers like Firefox or Chrome, you may have to run the downloaded application manually.

Old Sessions

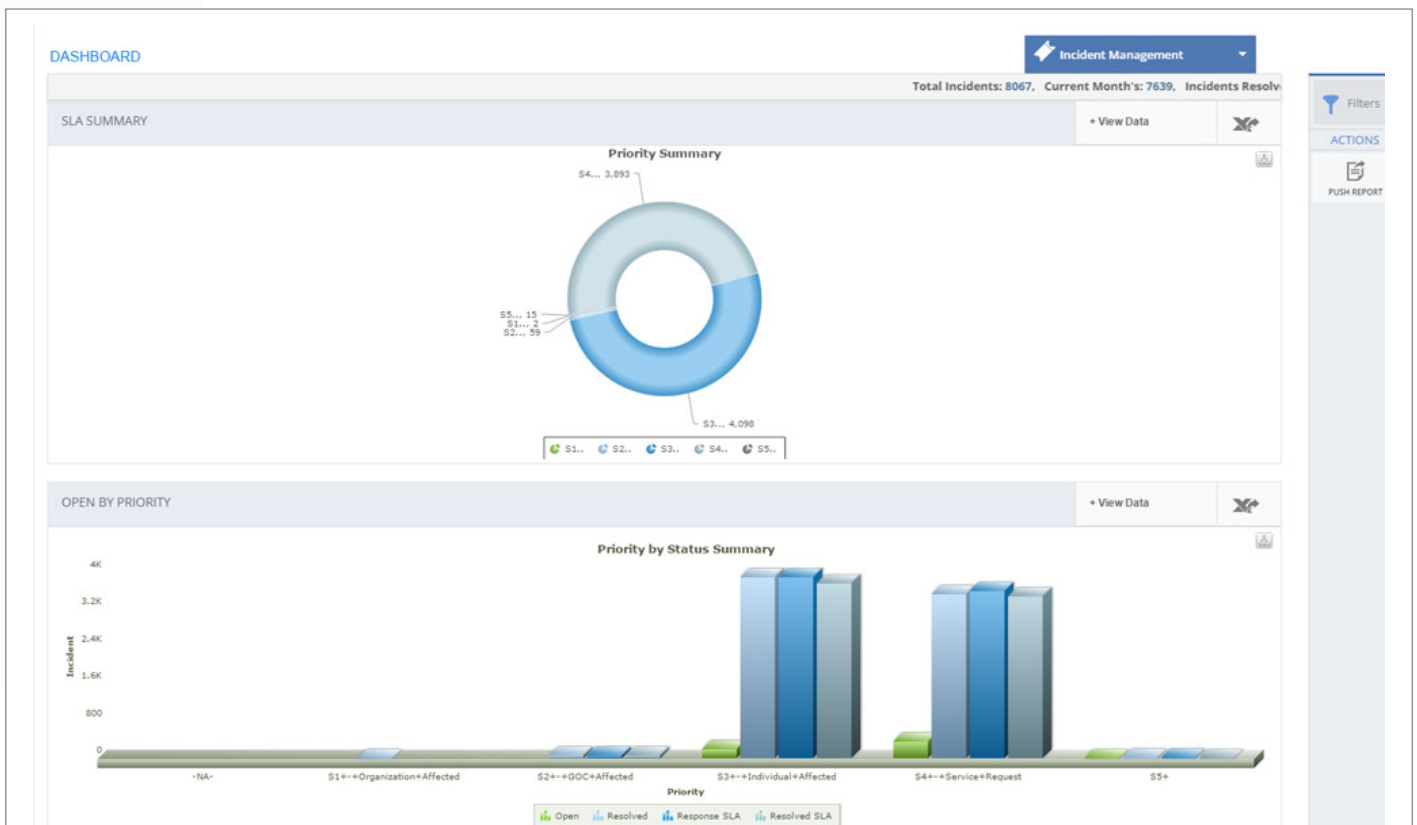
Customer Email ID	Session ID	Requested Date	Status	Actions
ramamohanreddy.chilla@symphonyteleca.com	1472fccc-a7ec-4647-ae27-8ff3cbf89e8d	2015-04-13 12:48:30.000	Requested	Invite [Join] [End] [Audit Log]

Time [2015-18-13 07:04:27 AM] **Event** [CreatedSession] **Audit Log**

[Close]

Comprehensive Reporting

- **Dashboard:** Monthly reports on the incident volume, incident status, SLA summary, workgroup summary, user group summary, details of pending incidents along with the graphical representation of the incident volume and the incident status.
- **SLA reports:** By workgroup, Analyst, customer, and location: Reports displaying the response and resolution compliance for defined time duration for all the severities are generated.
- **Cost per-incident report:** Reports displaying cost of resolving incidents and chargeback business based on costs.
- **Open incident status:** Reports displaying all the open incidents with details, such as incident ID, log time, status, medium, caller, category, description, severity, and workgroup.
- **Incident status:** Reports displaying data about the performance of a workgroup with respect to the resolution of an incident as per the SLA requirements.
- **Classification reports:** Reports displaying incidents by classification and category, Top 20 classifications, assigned to workgroup, and closure code.
- **Miscellaneous reports:** Reports displaying Top 20 callers, reopened incidents, incident bounce reports, and daily reports.
- **Feedback summary reports:** Graphical report displaying feedback and also a detailed rating report on each feedback question that the client has customized for their processes.



Checklists

Using the SUMMIT Incident Management module, Analysts can create checklists of action items for incidents. The action items and their status are tracked during the life cycle of the incident to ensure successful closure of the incident.

INCIDENT DETAIL - 720949

John Pengattethu Thomas
Bangalore
9972477711
ramamohanreddy.chilla@symphony...

Department: IT
Medium: Phone
Source: Nil
LogTime: 2015-04-02 11:47:35 AM
Symptom: Outlook not working
Description: Outlook not working
Outlook not working

ATTACHMENTS
No Attachments

CHECKLIST

Task No	Task Name	Task Status	Remarks
4	Host Name	Configured	
5	Login ID	Configured	
6	Email ID	Configured	
7	Operating System	Windows XP (32 Bit)	
8	CD/DVD Drive		
9	Hard Disk		

Per-Incident Cost Management

Using the SUMMIT Incident Management module, the cost of each incident can be defined and tracked on a weekly or monthly basis, based on the category of the incident. Drill-down reports are also available to track the cost associated with the incident resolution.

Customer Satisfaction (CSAT) Survey

- Transactional Feedback: User feedback on various configurable questions for each of the resolved incidents.
- Periodic CSAT: Various templates are available to collect feedback from the user at defined intervals.

FEEDBACK - INCIDENT ID: 720929

SUBMIT

1) How do you rate this call resolution quality by IT Service Desk?: — ★★★★★ **Good**

2) How do you rate the technical quality of the Service Desk Executives?: — ★★★★★ **Very Good**

3) Overall, how do you rate the experience of using IT Service Desk?: — ★★★★★ **Very Good**

4) How do you rate the professionalism and communication skills for ServiceDesk agents?: — ★★★★★ **Very Good**


Comments:
The issue was resolved very quickly. Thanks for your help!


Core Benefits

- Industry best practices for call logging and resolution
- High first call Resolution (FCR) with contextual knowledge records
- Service response improvement and resolution through SLA governance
- Improve Analysts' productivity and uplift their morale
- Customer satisfaction improvement
- Rapid resolution through centralized Knowledge Base
- Real-time reports for the management



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