



FAQ's for Total Support HelpDesk

Q: How difficult is it to install HelpDesk?

A: Not difficult at all. The installation is wizard driven, just follow the prompts. We include installation guide, providing step-by-step instructions. We also have a full ADMIN guide; and we have posted some 'how-to' videos on our YouTube Channel, with more videos to come.

Q: How do you license HelpDesk?

A: The license is coded to the host server and will unlock the number of connections (users) you purchased. Licensing is concurrent connection.

Q: How many client workstations can I install with my license?

A: As many clients as you wish. There is no limit to the number of client installations. Your only limit will be how many clients can connect concurrently to the licensed host database.

Q: Does HelpDesk use an Act! license?

A: No. However, Act! must already be installed before HelpDesk client can be installed. When you logon to HelpDesk, we will do a silent logon to your Act! client to validate the users Act! credentials.

Q: What is required to configure HelpDesk with Act! ?

A: When configured with Act! PREM, you must have Act! installed locally on each client prior to installing a HelpDesk client. There are .dll files that are installed with Act! that are used to make calls into the contacts database.

Q: Can you add a new contact from HelpDesk that will update Act!?

A: No. You have chosen to manager your contacts outside of HelpDesk, so your contacts must already exist in Act!

Q: What versions of Act! are compatible to Total Support HelpDesk?

A: Act! PRO/PREM (on-premises) version 18 and newer. Act! WEB version 22 and newer using the Act! Connect Feature. If you do not have this feature, you can utilize the ADO/OLEDB link.

Q: What other external contact managers are compatible to Total Support HelpDesk?

A: Any contact database using ADO/OLE DB drivers is compatible, such as oracle, SQL Server, Goldmine SQL, and Sysbase ASE.

Q: Do you offer a reseller program for Total Support HelpDesk?

A: Yes, we offer two programs. Lead Referral available to anyone who wishes to refer clients and not deal with sales and support. And a full Reseller program for Software Resellers and Consultants. Full details on both programs are posted on our website.

Q: What is the database format for HelpDesk?

A: With version 6, the database is SQLite.

Q: Do you have a full SQL database version?

A: No.

Q: What are the requirements for HelpDesk?

A: We have full details posted on our website download site.

Q: Is maintenance/support included with purchase?

A: If you purchase the subscription license, yes, we include our Care Plan as part of the subscription package. If you purchase a permanent license, the care plan is optional.

Q: What is included in the Care Plan?

A: The care plan includes for 1-year unlimited technical support services for HelpDesk software, unlimited access to updates/upgrades, and 4 rehost services. Support does NOT include IT/Network functions; such as, opening firewalls, setting up A/D, user security, domains, etc.

Q: Is training included for HelpDesk?

A: For new customers only, we do include a 2-hour training block of time during the 1st year. Time can be purchased by any customer as needed.

Q: Is there a trial or demo of HelpDesk?

A: YES! We provide a FREE full featured trial for 30 days.

Q: What help is available during the trial period?

A: During the initial trial, we provide free support services, including helping you install and configure if needed.

Q: What is the cost for HelpDesk?

A: The cost will depend on the model and number of connections (users) you wish to purchase. You can review our pricing and add-on options from our website under Pricing.

Q: What type of customers use HelpDesk?

A: Our customer industry is across the board. Any company that has customer's needs a solution to keep track of their clients and what they are calling about. From software to hardware. HelpDesk provides that solution.

Q: What features are included in HelpDesk?

A: Over the years, we have packed so many features into our software, more than any one company would ever use. We do have a features list available online through our support zone, under Quick Links, Features.

Q: What are the benefits for using HelpDesk?

A: There are many benefits for using HelpDesk. The ability to keep track of your customers in one area. Tools to help you provide better customer service, like Workflow. Event Calendar and Task Manager. Build your own knowledgebase to provide quick answers. Reporting to track customers time and how much time your users are spending on calls. Giving you an insight to better streamline your production. Run over your company's LAN or over the internet.

Q: If we have an older HelpDesk, can we upgrade?

A: It will depend on the version you have. Contact our Customer Service Team for further assistance.

Q: Is there a cost to upgrade HelpDesk?

A: If you have an 'active' care plan, there is NO charge to upgrade your compatible database. Upgrades are part of the annual care plan. If you had a care plan that is expired, you can reinstate to active status. If you never had a care plan, you will need to purchase the upgrade license.

Q: I have old version of HelpDesk; can I trial the new version?

A: Yes. Since they are two completely different software applications, they will not interact with each other.

Have more questions?

Email: CustomerService@Resource-Dynamics.com

Call 727-367-1020