

Alloy Navigator™ 6

**Award Winning
Help Desk / Service Support & IT Asset Management
Solution**

Maximize your IT Universe™



Service Management

- Incident & Problem Management
- Change Management
- Knowledge Management
- SLA Management
- Service Catalog
- Self-Service

IT Asset Management

- Configuration Management
- Network & Inventory Management
- Software Licensing Compliance
- Contract & Purchase Order Management
- Library

Administrative

Organization Management	Workflow Automation
Customization	Reporting
Role-based Security	External Tool Integration



Start Page



The screenshot shows the Alloy Navigator application window. The title bar reads "Alloy Navigator". The menu bar includes "File", "Edit", "Search", "View", "Go", "Tools", "Windows", and "Help". The toolbar contains various icons for file operations and navigation. On the left, a sidebar titled "My Work" contains icons for "Start Page" and "My Tickets". Below this is a vertical menu with items: "My Work", "Service Support", "SLA Management", "Asset Management", "Configuration Management", "Software Asset Management", "Organization Management", "Miscellaneous", and "Application Tree". The main content area, titled "Start Page", features a "Customize..." button in the top right. It displays an "Announcements (1-1) of 1" section with a message dated 3/16/2010 12:00 PM regarding network unavailability. Below the announcement are several widget sections: "Today" (listing My Tickets: 13, Incidents: 20, Problems: 1, Work Orders: 5, Computers: 32, Knowledge Base); "Administrative" (Administrative Settings, Alloy Discovery); "Database Info" (Database: ALLOYPC-025.Navigator6, Logged in User: dk (Derek Kimmel)); "Contact Info" (Community Forums, Alloy Support Portal, Product Home); and "Additional" (About Alloy Navigator). A "My Favorite Reports" section includes a "Show Report List" link.

Start Page

- Dashboard with Global Announcements
- Collapsible sidebar



Help Desk / Service Support



The screenshot displays the Alloy Navigator Help Desk interface. On the left is a navigation pane with icons for Incidents, Problems, Change Requests, Work Orders, All Tickets, Projects, and Knowledge Base. The main window shows a table of incidents with columns for Ticket ID, Submit Date, Requester, Summary, Status, Assignee, Assignee, Priority, and Due Date. A detailed view of incident T000002 is open, showing fields for Ticket, Summary, Categorization (Type: Issue, Category: Hardware, Project, Medium: Web), Requester Information (Requester: Angelina Reyes, Organization: Acme, Inc.), Assignment (Assignee: Derek Kimmel, Assignee Group: Helpdesk), and Description. A right-hand pane contains action buttons like Reassign Incident, Place On Hold, Resolve Incident, etc.

Ticket	Submit Date	Requester	Summary	Status	Assignee	Assignee	Priority	Due Date
T000002	2/2/2010 4:33:33	Angelina Reyes	New computer slowness	Assigned	Derek Kimmel	Helpdesk	Medium	2/4/2010 2:33:00 PM
T000003	2/3/2010 3:02:27	Derek Kimmel	Machine slowness report	Resolved	Arturo Gress	Helpdesk	Medium	2/4/2010 3:00:00 PM
T000004	2/4/2010 11:09:11	Derek Kimmel						
T000006	3/16/2010 12:00:00	Fernando D.						
T000007	3/16/2010 12:06:00	Emily Stock						
T000008	3/16/2010 12:08:00	Gianna Gerb						
T000010	3/16/2010 12:15:00	Daniela Jasp						
T000011	3/16/2010 12:19:00	Joseph Moo						
T000012	3/16/2010 12:21:00	Derek Kimmel						
T000013	3/16/2010 12:22:00	Edward Ride						
T000014	3/16/2010 12:37:00	Danielle Fisc						
T000015	3/16/2010 12:39:00	Danielle Fisc						
T000023	6/11/2010 10:25:00	Cameron Gi						
T000025	6/11/2010 12:14:00	Cameron Gi						
T000030	6/14/2010 2:04:00	Alyssa Roya						
T000053	6/16/2010 2:58:00	Cameron Gi						
T000061	6/21/2010 4:24:00	Cameron Gi						
T000063	6/23/2010 10:43:00	Gen Moroz						
T000068	6/23/2010 12:27:00	Cameron Gi						
T000070	6/23/2010 1:20:00	Cameron Gi						

- Incident and Problem Management
- Change Management
- Automatic ticket routing and escalation
- Automatic e-mail to ticket conversion
- Recurrent tickets
- Parent-Child ticket relationships
- Knowledge Management
- Service Catalog and Service Level Management

Service Level Management



Alloy Navigator

File Edit Search View Go Tools Windows Help

SLA Management

Start Page Incidents (List) SLA (List) Services (List)

Open New Actions View: List

Drag a column header here to group by that column

ID	Name	Ticket Class	Type	Service Provider	Status	Availability Hours
SRV000001	General Incident	Incident	Internal		Active	Default Work Calendar
SRV000002	General Work Order	Work Order	Internal		Active	Default Work Calendar
SRV000003	General Problem	Problem	Internal		Active	Default Work Calendar
SRV000004	General Change Request	Change Request	Internal		Active	Default Work Calendar

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General Incident

General Support

Type: Internal
Status: Active
Category: Business
Service Manager:
Support Group: Inc
Ticket Class:
Default Work Calendar

Service Level [General Incident]

New Save Actions

Service Level: General Incident
Rank: 1
Description: Used for general service
Support Hours: Default Work Calendar

Ticket Response and Resolutions Targets

Priority	Response Time	Resolution Time
Low	16 Hr	32 Hr
Medium	8 Hr	16 Hr
High	4 Hr	8 Hr
Emergency	2 Hr	4 Hr

Priority Calculation

Priority	Urgency			
	Impact	No Rush	Moderate	Immediate
Single Person	Low	Medium	High	
Multiple People	Medium	High	Emergency	
Entire Location	High	Emergency	Emergency	

OK Cancel

My Work
Service Support
SLA Management
Asset Management

Service Level Management

- Service Level Agreements (SLAs)
- Service Catalog

Change Management



The screenshot displays the Alloy Navigator interface for Change Management. On the left, a navigation pane shows various service support options, with 'Change Requests' highlighted in a red box. The main window shows a list of change requests, with the first one selected. A detailed view of this request is shown in a pop-up window, also with a red box around the 'Approvals' section. This section includes a table of approvers and their decision dates.

Approver	Status	Decision Date	Rank
Alyssa Royal	Approved		1
Arturo Greco	Approved		2
Maxwell Vidal	Approved		3

Change Management

- Change Management with built-in approval methods

Created: 3/17/2010 4:35:46 PM by Armando Suggs
Modified: 3/17/2010 4:50:02 PM by Armando Suggs

Knowledge Management



The screenshot shows the Alloy Navigator Knowledge Base interface. On the left is a navigation pane with icons for Incidents, Problems, Change Requests, Work Orders, All Tickets, Projects, and Knowledge Base (highlighted with a red box). Below these are sections for My Work and Service Support. The main area is divided into 'Categories' and 'Articles'. The 'Articles' section contains a table with columns for ID, Created Date, Title, Version, Type, Status, and Public. Below the table, article details are shown for KB000002, including its title, status, author, type, and version. The article content includes an overview, a procedure with two steps, and a reference section. A red box highlights the article details and content area.

ID	Created Date	Title	Version	Type	Status	Public
KB000002	3/16/2010 11:45:52 AM	How do I tell the Office Assistant to go away?	1.0	How-to	Live	✓
KB000001	3/16/2010 11:43:18 AM	How do I get Word to stop helping me type?	1.0	How-to	Live	✓

Title: How do I tell the Office Assistant to go away?
Status: Live
Author: Damien Spears
Type: How-to
Version: 1.0
Public:

OVERVIEW
How do I tell the Office Assistant to go away?

PROCEDURE

1. Click on the Office Assistant, then click on Options.
2. Clear the Use Office Assistant check box.

You can also customize the behavior of the Office Assistant by checking or clearing the checkboxes on the Options tab. If you want to learn how to customize the Office Assistant, but it's not currently visible, choose Show the Office Assistant from the Help menu.

REFERENCE
No references

Knowledge Management

- Create and manage KB articles
- Publish articles to end-users or mark private for internal use

IT Asset Management



The screenshot displays the Alloy Navigator application interface. On the left, a navigation pane lists various categories: Computers, Hardware, Networks, Documents, and Configurations. Below this, a 'My Work' section includes Service Support, SLA Management, Asset Management (highlighted in red), Configuration Management (highlighted in orange), Software Asset Management, Organization Management, Miscellaneous, and Application Tree. The main window shows a 'Computers (by Status)' view with a table of assets. A detailed view for computer 'C000027 - PC00026' is open, showing fields for ID, Status (Deployed), OS Name (Windows 2003 Server - Standard Edition), CPU (Intel(R) Xeon(R) CPU 3060 @ 2.40GHz), HDD (298.08 Gb), and RAM (1.99 Gb). A right-hand sidebar contains a 'General' section with actions like Re-deploy Computer, Place In Repair, Place In Stock, Retire Computer, Update Information, Reclassify Computer, and Copy Computer. A red-bordered callout box in the bottom right corner contains the following text:

IT Asset Management

- Computer, Hardware and Software Inventory
- Software Licensing Compliance
- Purchase Order and Contract Management
- Library
- Financials of assets
- Ticket history per assets
- Configuration Assemblies

Network Inventory



PC00026 - Audit Data Viewer (Version 5.1.1)

System Overview

Audit Date: 5/27/2008 3:12:31 PM
Inventory Analyzer version: 4.8.0.1301
Audit ID: AUDIT_ID_PC00026

Identification

Network Name: PC00026
Domain: COMPANY
User ID: dfischer
Asset Tag: ASSET_TAG_YYUEC_277906
Workgroup:
User Name: dfischer
Serial Number:

Information

Description: Danielle Fischer's Workstation
Unique ID: D432957874FED5118C29F7822886C8
System Type: Desktop

Overview

Operating System: Windows 2003 Server - Standard Edition, Service Pack 2
OS Version: 5.2.3790
Memory: 2047 MB
Model:
Manufacturer: System manufacturer
Processor: Intel(R) Xeon(R) CPU 3060 @ 2.40GHz
Count: 2
CPU freq: 2.4 GHz
Display Adapter: Intel(R) 82865G Graphics Controller
Monitor: 570W TFT
HDD Total: 298.08 GB
HDD Free: 274.34 GB
Space Used: 8%
IP Address: 192.168.197.24
CD ROM: LITE-ON DVDRW SHW-160P6S
Modem:
Uptime: 6 Hours, 7 Minutes, 32 Seconds.
Last Boot: 5/27/2008 9:16:18 AM

Custom Fields

Name	Value
------	-------

- Network Inventory**
- Network discovery
 - Computer audit: Windows, Linux, Mac
 - Agentless On-Demand Audit
 - Discover devices via SNMP



Organization Management



Alloy Navigator

File Edit Search View Go Tools Windows Help

Organization Management

Start Page Persons (List)

Open New Actions View: List

Drag a column header here to group by that column

ID	Full Name	Type	Business Phone	Job Title	Status	Technician
PN000003	Alloy Software Technical Support	Vendor	(800) 810-9020 - (973)		Active	
PN000004	Alloy Software Sales and Licensing	Vendor	(800) 810-9020 - (973)		Active	
PN000005	Armando Suggs	Employee	800-800-0000 x1579	Director of Information Technok	Active	✓
PN000006	Damien Spears	Employee	800-800-0000 x8790	Helpdesk Analyst	Active	✓
PN000007	Maxwell Vidal	Employee	800-800-0000 x6667	Network Engineer	Active	✓
PN000008	Lillian Marroquin					
PN000009	Gianna Gerber					
PN000010	Cameron Gist					
PN000011	Fernando Daigle					
PN000012	David Berger					
PN000013	Edward Rider					
PN000014	Daniela Jasper					
PN000015	Maxwell Newcomb					
PN000016	Diana Cabrera					
PN000017	Angelina Reyes					
PN000018	Derek Kimmel					
PN000019	Taylor Oliveira					
PN000020	Oscar Rowland					
PN000021	Emily Stock					
PN000022	Alyssa Royal					
PN000023	Joseph Moore					
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Person [PN000018] Derek Kimmel

Save Actions

ID: PN000018 Status: Active

General Activity (1) Related Objects (1) Notes Configuration Items (1) Ticket History (9) Attachments/Links History (3)

Categorization

Type: Employee

Title: Mr.

First Name: Derek

Middle Name:

Last Name: Kimmel

Full Name: Derek Kimmel

Gender: Male

Birth day:

Contacts E-mail Logins Address Technician Groups

Business Phone: 800-800-0000 x3092

Home Phone: 999-111-5673

Mobile Phone: 917-000-3643

Pager:

Fax:

IM Address:

Primary Email:

New

- Consultant
- Employee
- Vendor
- Visitor

General

- Make Inactive
- Reclassify Person
- Update Information
- Copy Person

Communication

- Add Note

Print

- Person Details

Derek Kimmel

Work Information

Accountant

Acme, Inc.\Finance

New York

Yes

Danielle Fischer

Created: 2/6/2010 10:04:46 AM by
Modified: 6/9/2010 12:44:12 PM by Gen Moroz

OK Cancel

Organization Management

- End-user Information
- Active Directory synchronization
- Organization / Department management
- Vendor management
- Ticket history per organization and user

Workflow Management



Incident [T000002] New computer slowness

Ticket: T000002 Status: Assigned

Summary: New computer slowness

General Activity (6) Resolution Work Orders Related Objects (1) Notes Attachments/Links History (22)

Categorization

Type: Issue
Category: Hardware
Project:
Medium: Web

Prioritization Performance

Service: General Incident
Urgency: Moderate
Impact: Single Person
Priority: Medium
Response Date: 2/3/2010 3:33:00 PM
Due Date: 2/4/2010 2:33:00 PM

Requester Information

Requester: Angelina Reyes
Organization: Acme, Inc.\Human Resources

Assignment

Assignee: Derek Kimmel
Assignee Group: Helpdesk

Description

Ever since I received this computer earlier today it's been really slow. In fact it's slower than my old computer. Everything from browsing to using Microsoft Word seems to drag and all I get is the hourglass.

Created: 2/2/2010 4:38:44 PM by Arturo Greco
Modified: 6/11/2010 4:35:55 PM by Derek Kimmel

Email Notification

General Options

Object: Incident
ID: 616
Name: E-mail Assignee Group on Assignment
 Enabled

Notification

From: System defaults (Empty)
To: %Assignee_Group_ID|[Group_Email_List] %
CC:
BCC:
Subject: Group Assignment (Incident): %<Mail Connector MessageID Tag> % - %<Summary> %

Plain text HTML text

Hello,
The following ticket has been assigned to your group.
%<Incident Information (Technician)> %
%<Technicians Web Portal URL> %
%<System Information for Notifications (All Tickets)> %

Insert Placeholder...

OK Cancel

- Workflow Management**
- Action, event and role-based workflow management
 - Timer- and schedule based automation
 - Action Bar: guides technicians through workflow procedures



Technician Web Portal



Alloy Navigator - Welcome to Alloy Web Portal - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://alloypc-025/TechServiceDesk/Welcome.aspx

Alloy @ Twitter Alloy Software AORS Webex Ads - AdWords Help Inside AdWords Meta tags - Webmast... ANX5 - self service AN6 - self service AN6 - tech

Alloy Navigator - Welcome to Alloy ...

Derek Kimmel | Home | Settings | Logout

ALLOY SOFTWARE

Service Support

- Start Page
- My Tickets
- All Tickets
- Incidents
- Problems
- Change Requests
- Work Orders
- Projects
- Knowledge Base
- Advanced Search

SLA Management

Asset Management and CMDB

Configuration Management

Software Asset Management

Organization Management

Miscellaneous

Welcome to Alloy Web Portal

Announcements

3/16/2010 Network Shares, Email and Internet Access Temporarily Unavailable
As of 3/16/2010 12:11:09 PM it's been determined that network services are temporarily unavailable. This outage will affect everyone and will prevent access to network shares, E-mail and internet access. We are currently working on this issue... [See details...](#)

Today

Computers	32
Hardware	2
My Tickets	13
All Tickets	31
Incidents	20
Problems	1
Change Requests	5
Work Orders	5

Administrative

Settings

Database Info

Database	ALLOYPC-025:Navigator6
Logged User	dk (Derek Kimmel)

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Technician Web Portal

- Fully featured Web Portal for technicians

Done



Self-Service Web Portal



The screenshot shows a web browser window titled "Alloy Navigator - Create New Self-Service Portal Incident - Mozilla Firefox". The browser's address bar shows the URL: `http://alloypc-025/SelfServiceDesk/ActionFormSSD.aspx?ConstructorID=15710ef1-87c1-49b6-a881-cf90b61bcfe8&ObjectClassID=f4703fe3-de2c-46b4-9f5`. The browser's search bar contains "ICQ Search". The browser's tabs include "Alloy @ Twitter", "Alloy Software", "AORS", "Webex", "Ads - AdWords Help", "Inside AdWords", "Meta tags - Webmast...", "ANN5 - self service", "AN6 - self service", and "AN6 - tech".

The web portal page features the Alloy Software logo in the top left. In the top right, the user is identified as "Derek Kimmel" with links for "My Profile" and "Logout". A search bar is located below the user information.

The main content area is titled "Create New Self-Service Portal Incident" and contains the following form fields:

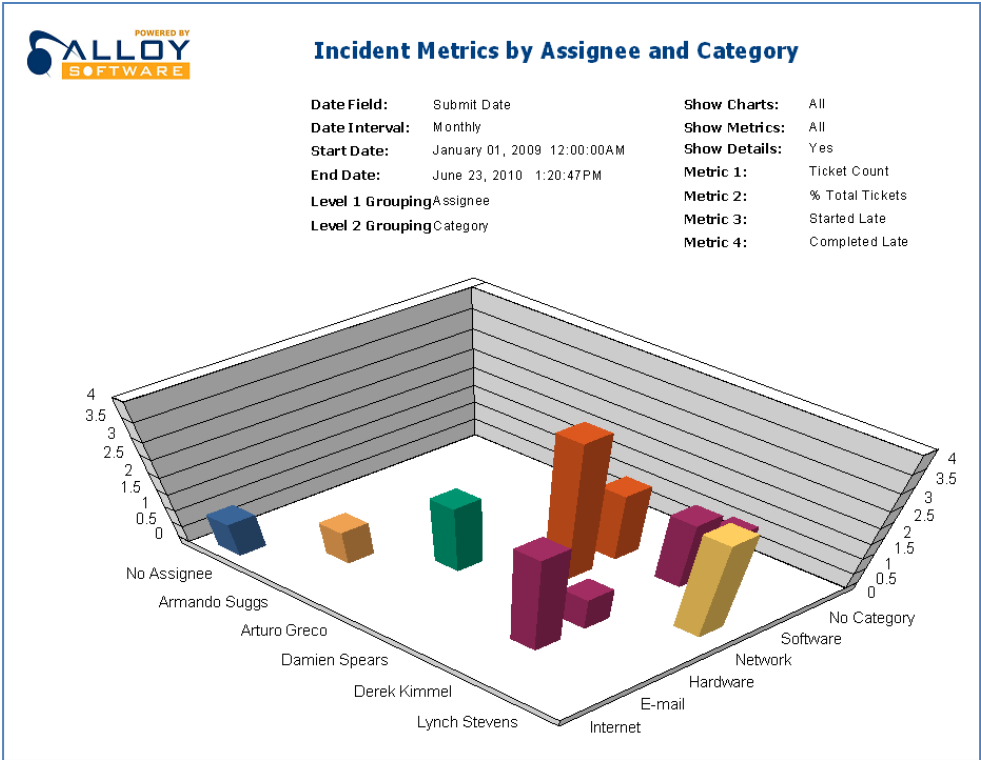
- Summary:
- Description:
- Category:
- Service:
- Urgency:
- Impact:

Below the form fields is an "Attach file" button and "Submit" and "Cancel" buttons.

At the bottom of the page, the copyright notice reads: "Copyright (c) 2002-2010 Alloy Software, Inc. All rights reserved."

- Self-Service Web Portal**
- Access the help desk 24x7
 - Submit and monitor tickets online
 - Communicate with the support team
 - Search/browse the online Knowledge Base





Computer List

Show Details: Summary
Grouping By: Type

Type: Desktop

COMPUTER NAME	ASSET TAG	AUDIT DATE	STATUS
PC00001	JOPWN_884232	1/21/2010	Deployed
PC00006	SNCBY_794873	1/21/2010	In Repair
PC00007	RCAUR_517239	1/21/2010	Deployed
PC00008	CPXTJ_262853	3/27/2010	Deployed
PC00009	QNAVS_904641	3/20/2010	Deployed
PC00010	RHJBT_870822	3/27/2010	Deployed
PC00012	GEEJB_648967	3/24/2010	Deployed
PC00013	CTPFG_630776	3/27/2010	Deployed
PC00015	TOEJM_188351	1/21/2010	In Stock
PC00017	XTKJA_596992	3/27/2010	In Repair
PC00021	IJJUW_447280	3/24/2010	Deployed
PC00043	IYQYH_983292	3/17/2010	Deployed
PC00042	JHGWD_091832	3/17/2010	Deployed
PC00100	AT000020		Received

Type: Laptop

COMPUTER NAME	ASSET TAG	AUDIT DATE	STATUS
PC00002	MJWKA_216258	1/21/2010	Deployed
PC00004	FQEOR_55608	1/21/2010	Deployed
PC00011	JOPWN_885346	3/27/2010	Deployed
PC00014	JCHCV_747408	3/27/2010	Deployed
PC00016	JYOWK_544047	3/27/2010	Deployed
PC00022	POWCD_135057	3/27/2010	Deployed
PC00023	WRWQD_717721	3/27/2010	Deployed
PC00024	HYQDV_195921	3/27/2010	Deployed
PC00027	OILTT_660767	3/27/2010	Deployed

Type: Server

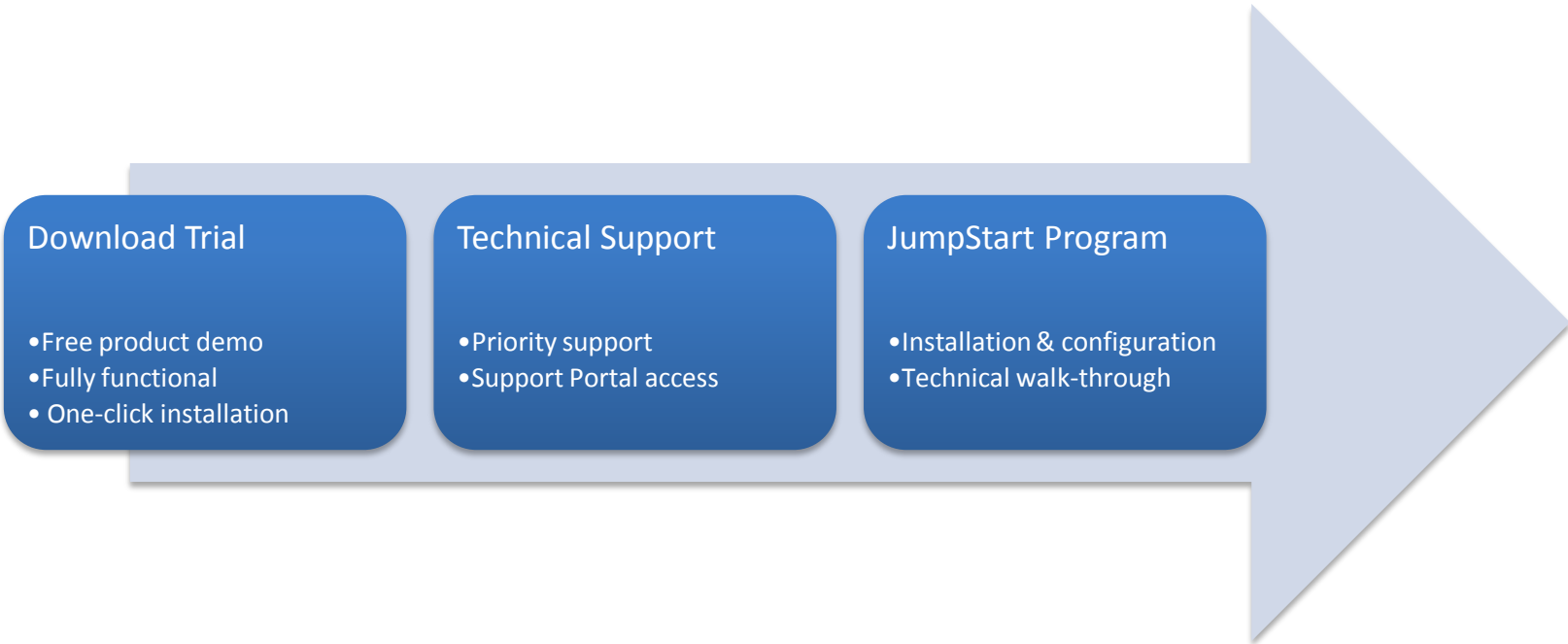
COMPUTER NAME	ASSET TAG	AUDIT DATE	STATUS
PC00026	YYUEC_277906	3/27/2010	Deployed
PC00028	XOBAT_224554	3/27/2010	Deployed

Reporting

- Built-in Crystal Reports Viewer
- Pre-defined and custom reports
- Scheduled report generation
- Customizable and printable grid views



What's Next?



Download Trial

- Free product demo
- Fully functional
- One-click installation

Technical Support

- Priority support
- Support Portal access

JumpStart Program

- Installation & configuration
- Technical walk-through



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