

Service desk

Crush your work queues



End firefighting in just 30 days with codeless service desk automation.

→ Swamped by inbound calls?

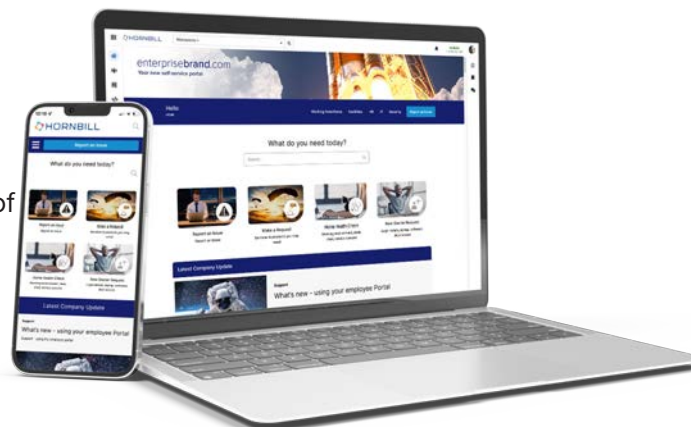
Standardize work with guided processes that meet expectations every time.

→ Too many repeat issues?

Digitalizing workflows means you get complete visibility of team workloads and bottlenecks.

→ Never-ending backlog?

Digital work management enables prioritized queue management for teams.



Cut calls by 90% with a digital portal

Save time on calls and emails by giving customers an instant digital alternative for logging issues and requests. Switch focus from logging to resolving issues that cause floods of calls. With Hornbill you can end the firefighting in just a few weeks.



"Hornbill is a great service desk management tool."

Hornbill service desk benefits

- ✓ Cut call volume to make time for improvements in service and operations.
- ✓ Reduce stress and burnout. End service desk staff churn.
- ✓ Shift focus from logging to resolving.
- ✓ Hornbill is #1 solution for self-service user adoption.
- ✓ Codeless Process design and automation.
- ✓ Capture demand, analyse trends, make better decisions.

What's different about Hornbill?



Effortless upgrade.
Automatic delivery of new features means there's no upgrade projects to get in the way of progress.



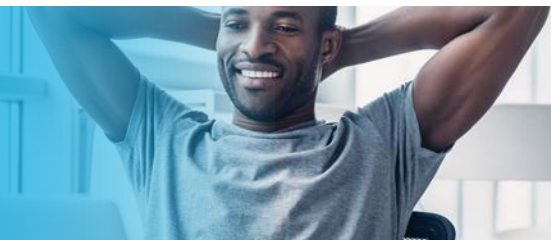
True cloud service desk.
Built as a cloud solution, Hornbill Service Manager means no admin overhead for your service desk staff.



The most experienced consultants.
3X longer industry tenure means we already understand your challenges—and how our solutions fit in.

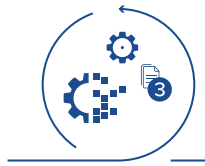
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What can you do with Hornbill?



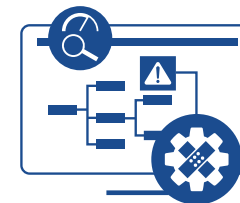
→ Improve service experiences

Give employees a choice of digital and assisted channels—all managed within Hornbill—to fit their preferences and current context. Power accelerated outcomes with service automation to boost employee productivity.



→ Transform from reactive to proactive

Kill the backlogs. Put out the fires. Get ahead of issues before they disrupt services. With digital channels taking the strain, your team will have time to apply transformative new technologies and capabilities—like automation and knowledge management.



→ Self-healing infrastructure

Prevent incidents before they happen with detect-and-correct automations that solve issues instantly. Infrastructure monitoring patrols devices for error conditions, automatically triggering resolution processes.



“Hornbill Service Manager helps my team to solve software issues encountered by different clients worldwide.”

✓ Rapid routing

Automated ticket categorization, prioritization, and routing.

✓ No more check-in calls

End users get automatic updates to eliminate status update calls.

✓ ITIL

Incident management integrated with other ITIL processes.

✓ FAQs

FAQs to help employees with common questions.

✓ Boost first time fix

Knowledge automatically pushed to analysts and users when they're logging an issue.

✓ Quick fixes

Automatically trigger resolution processes for instant fixes.

✓ Transparency and insight

Simple reporting, deep analytics, and flexible, personal dashboards.

✓ Convenient service

Integrate with enterprise collaboration platforms like Teams to put service where your employees are.

Integration

✓ Codeless integration with monitoring tools automatically creates, routes, and resolves tickets.

Omnichannel service

✓ Manage all channels, including the email channel, inside Hornbill for full visibility of customer interaction.

Sharing knowledge

✓ Collaborative problem solving built into the Hornbill platform.

✓ Service-oriented CMDB

Interactive, visual CMDB enables quick root cause analysis.

