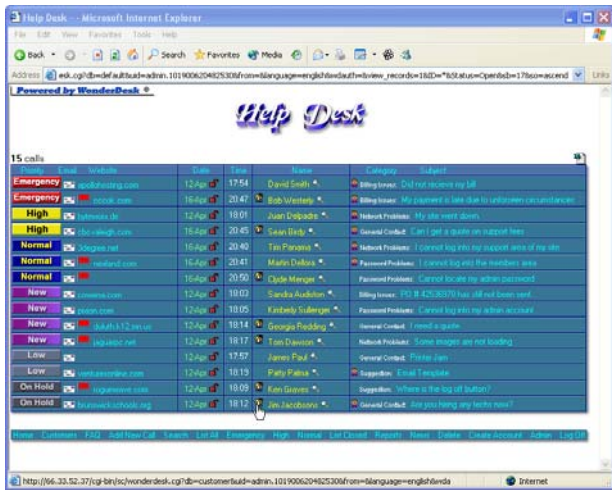


WonderDesk™

Overview

The WonderDesk is a fully automated, 100% web based help desk software solution. It was designed to keep your company organized and enhance the communication between you and your customers. It runs equally well on the Internet or your Intranet web server. There is no need for software to be installed individually for your customers or technicians. Everyone uses their own web browser



The WonderDesk will help your company offer the ultimate customer satisfaction. It keeps track of all support requests (calls), automatically notifies the customer of any progress, and builds statistical reports for your management team. The WonderDesk makes it easy for your customers to submit new calls, view the status of their calls, or make changes. The built in F.A.Q. (knowledgebase) allows your customers to help themselves, which lightens your support load. If you have a phone center, an incoming request is easily entered while customer is on the line

The WonderDesk installation is simple! The average installation time is about 30 minutes.

WonderDesk helps your customers

- Easy web based interface makes new submissions quick. Just use existing web browser to add or modify a call.
- Assigns a unique reference number to each call.
- Automates Email notification of call progress.
- Permits status checks 24 hours a day, 7 days a week.
- Recognizes a returning customer and fills in many fields on their forms.
- Allows one-on-one communication with the technician assigned to the request.
- Provides a F.A.Q. database to help answers questions.

WonderDesk helps your company

- Keeps your business organized.
- Increases customer satisfaction by better customer support.
- Is installed in only one location, your web server.
- Permits full customization, even the source code is included!
- Builds statistical reports automatically. Workloads are visually presented using color coded bar graphs.
- Provides a fully searchable database including customer history.
- Eliminates training by using intuitive, efficient point and click interface.
- Is very cost effective and has simple one time pricing.

Bottom Line Pricing

WonderDesk Standard

(with "Powered by WonderDesk" logo).....\$ 499

WonderDesk Standard (w/o logo).....\$ 1,999

WonderDesk SQL

(with "Powered by WonderDesk" logo)\$ 2,499

WonderDesk SQL (w/o logo).....\$ 8,499

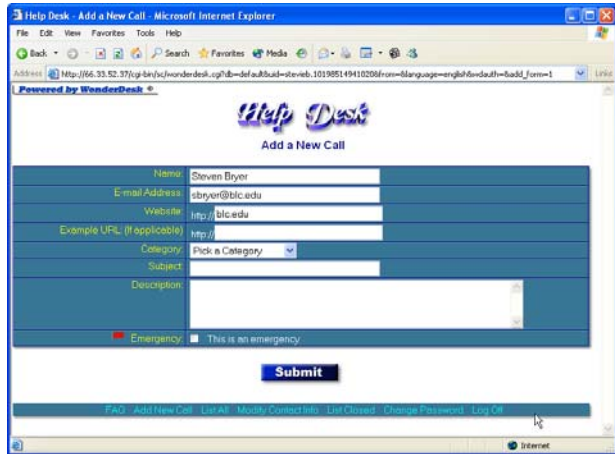
STD Upgrades & Support after 1st year.....\$ 35/yr

SQL Upgrades & Support after 1st year.....\$ 249/yr

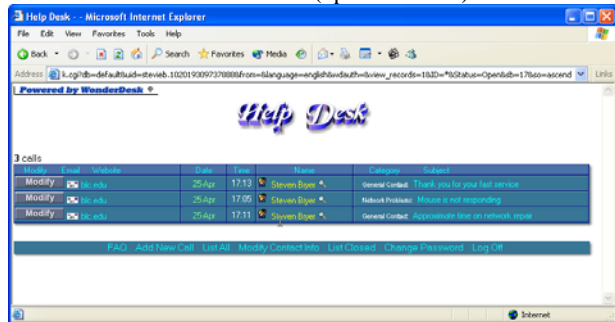
(Standard vs SQL, see page 8)

Customer Benefits

- Simple interface allows for easy call submissions. Customers can add a call with or without a tracking account.



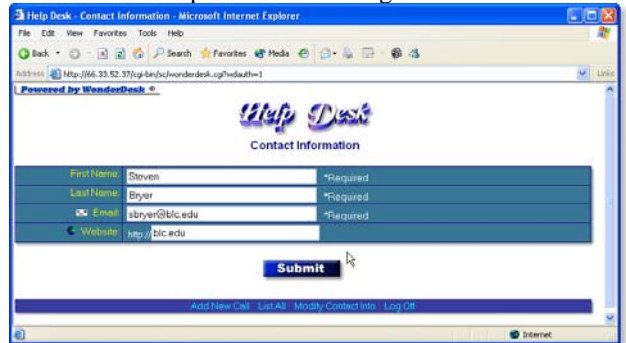
- A tracking account offers these additional benefits. After creating the account they can:
 - log in at any time, to add, check the status, or update their call.
 - view their own calls (open or closed)



- modify open calls
- view a chronological history of previous calls
- reopen closed calls
- On subsequent log-ins, the WonderDesk recognizes the customer and automatically fills in many fields.

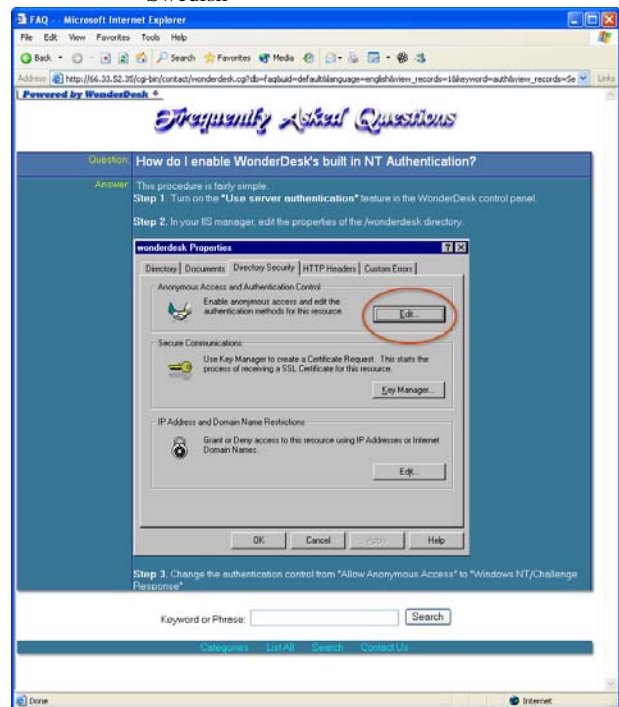
- Every call is tracked by a reference number.
- There is no need for special client software; customers simply use their existing web browser.
- Instantly emails or pages the correct technician(s) when a call has been added or updated.
- Customers get peace of mind by receiving email progress reports.
- Customers can flag a new call as an **Emergency**.
- Customers can read the news/status message concerning known issues. This information may answer the customer's question before they add a new call.

- Dynamic screen directing keeps it simple. Here's one example. When creating a new account:



- **Contact Information** screen is presented.
- Then the **Add a New Call** screen is presented.
- The second time customer logs in, their call detail screen is presented, OR if technicians have closed out all customer calls, the **Add a New Call** screen is presented.
- WonderDesk can permit the customer to work directly with their assigned technician. (optional)
- The WonderDesk interface can be displayed in multiple languages that can be changed on the fly. It now supports:

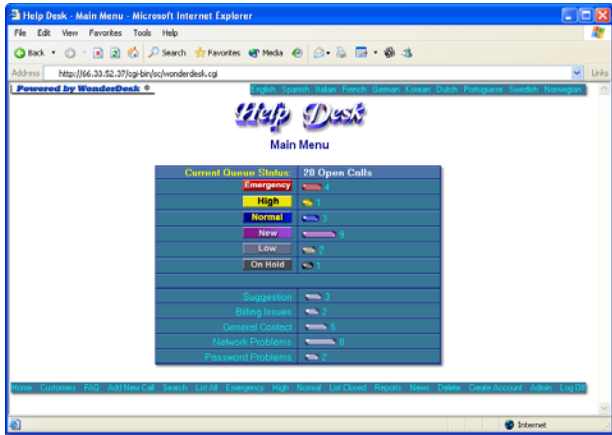
- Arabic
- Dutch
- Finnish
- French
- German
- Italian
- Korean
- Portuguese
- Spanish
- Swedish



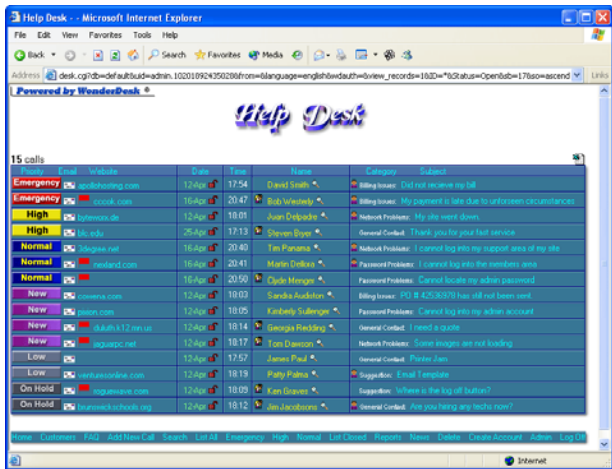
- The F.A.Q. permits browsable, searchable self help.
- Customers can be permitted to reopen closed calls.


Administrator and Technicians Benefits:

- Technicians can log in from anywhere in the world. No need to be on site. No client software needed.
- **Current Queue Status** lets technicians know their workload.

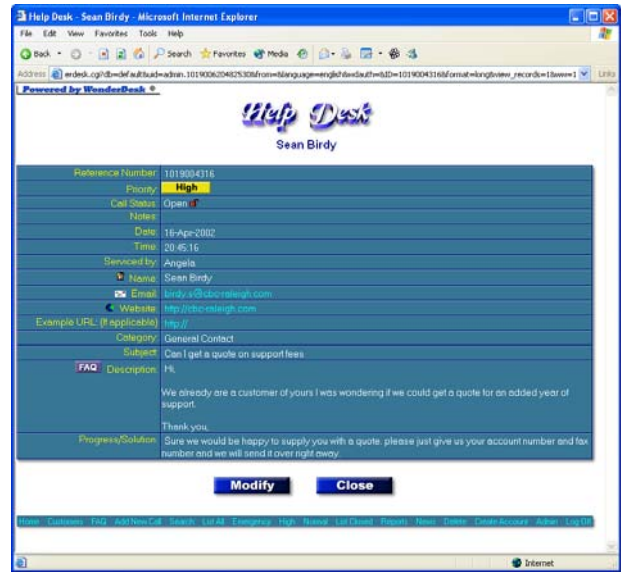




- The simple point and click interface, was designed to reducing the amount of clicks and keystrokes to optimize efficiency.
- Technicians are automatically emailed when a new call has been added to the help desk. Proper technician(s) are notified depending on the **Category** that the customer chooses.
- **List All** page shows all calls in the queue.

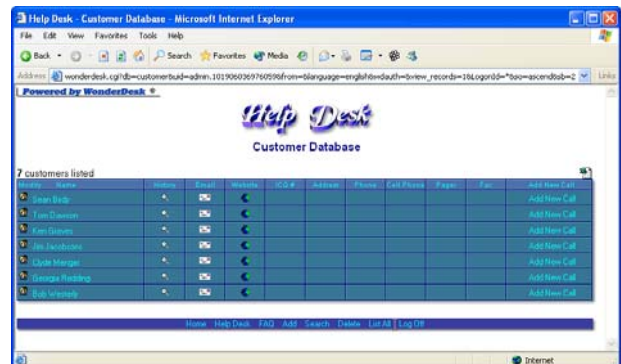


- Priorities are organized into **Emergency, High, Normal, New, Low, and On Hold**
-  Additional emergency flag waves if the customer feels the call is an emergency.

- Calls are also sorted by age and priority. As they get older, they rise in the list.

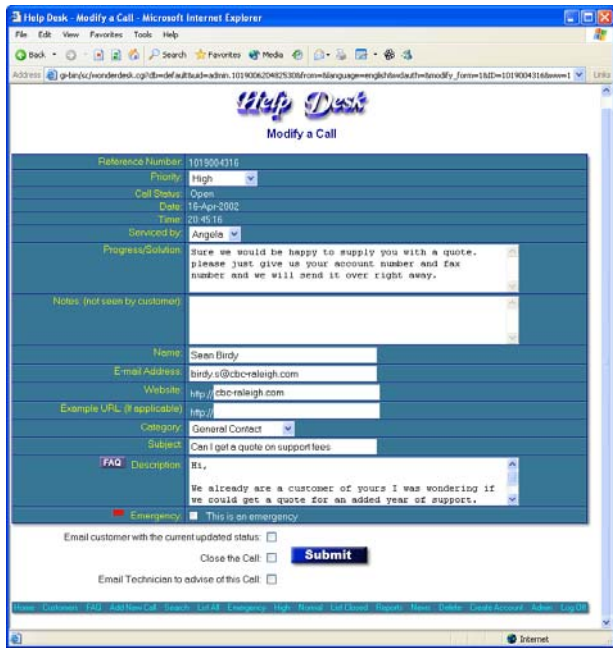


- Email, Date, Time, Reference number, Customer Name, Category, and Subject are listed with each call.
- Floating your mouse cursor over an icon, offers information and guidance.
-  “One click” displays a customer's call history or information.
- A **Serviced By** icon, , lets technicians know if the call is being serviced.
- The WonderDesk prevents duplicate work. Technicians reply in the **Progress / Solution** box, the WonderDesk updates the call and automatically launches an email to the customer.

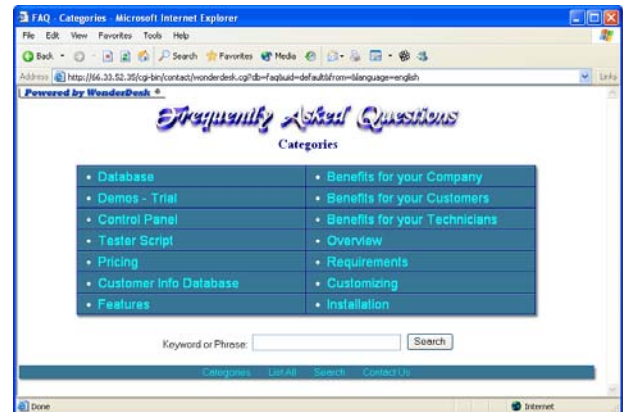


- The **Customer Info Database** lets technicians track the details of your customers and business contacts.

- A **Notes** box field is for communication between technicians, the customer does not see this.



- If desired technicians can permanently assign themselves to a specific customer.
- The F.A.Q. database is also browsable and searchable, helping technicians answer common questions quickly.

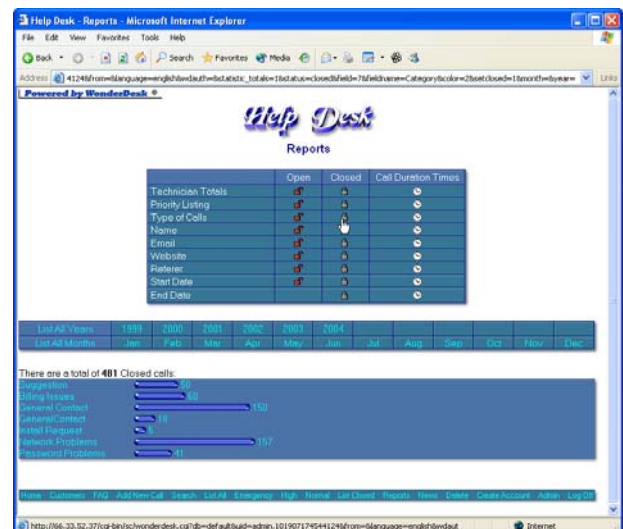


- Calls can be escalated from one technician to another.
- Searchable databases. Multiple field combinations can be searched and sorted.
- Search results from any area of the WonderDesk can be exported to Excel with one click of the Excel icon.

- Adding to the F.A.Q. can be done with one click. An existing call can be edited and submitted to the knowledge base.

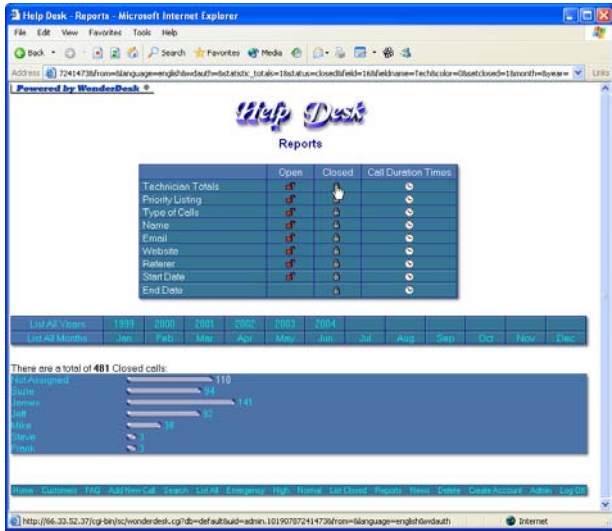
- For ease of servicing, automatic hyper linking is done for the customers email address, URL, and example URL (if applicable).
- Closed calls are date and time stamped, along with the technician that closed the call.
- Customers can be limited to a certain number of call and emergency submissions. This feature can be used to control those who abuse help desk submissions.
- Technicians can easily reopen a closed call if needed.
- Technicians can be notified via an email capable pager.

- Built in reports offer valuable information:
 - Graphs a bar chart of the type of incoming calls

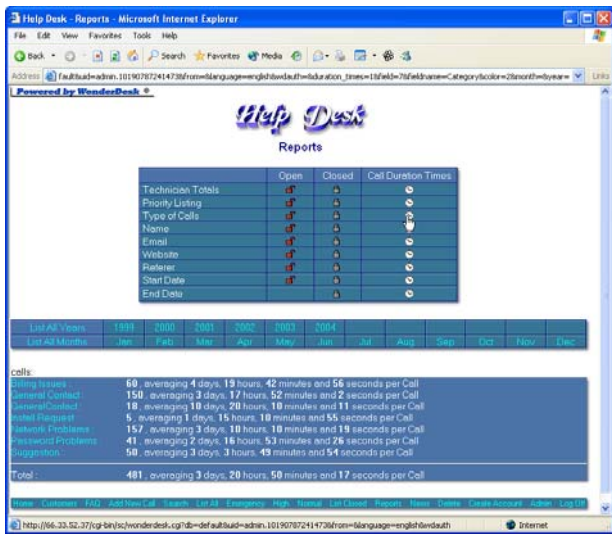


- Graphs a bar chart of the type of different priorities

WonderDesk™



➤ Lists the number of calls each technician has done.



➤ Call duration times and the overall team averages

RecordID	Name	Email	Domain	Date	Description	CloseTime	Category	Progress	Priority
1	102079320	Chad's Call	www.chadsc.com	7-May-02	Do we want to buy the Network P...	8:00	Network Problems	Normal	Emergency
2	102100204	Jim Swenson	lswenson@2000.com	10-May-02	I logged in this mornin	9:00	Network Problems	zNewCall	Emergency
3	102034690	Barb Smith	barb@barb.com	2-May-02	Network is down	9:00	Network Problems	Normal	Normal
4	102099234	Sergio De La Cruz	sergio@edc.net	8-May-02	Test 1	9:00	General Contact	Normal	Normal
5	102110828	Kenn Petersen	kpg@traen.com	11-May-02	Whats this about??	9:00	General Contact	zNewCall	Normal
6	102052609	Donald Duck	donald@duck.net	4-May-02	sfs	9:00	Network Problems	zNewCall	Normal
7	102089357	John Doe	john.doe@duckwillo.com	8-May-02	asdfasdf	9:00	General Contact	zNewCall	Normal
8	102089649	John Willow	johnwillow@duckwillo.com	8-May-02	asdfasdf	9:00	Billing Issues	zNewCall	Normal
9	102200517	Dave Dore	Dave.com	8-May-02	Test	9:00	General Contact	zNewCall	Normal
10	102059252	Sandi Benz	Gretchen.Wallace@mail.com	9-May-02	Can you help me. I k...	9:00	Password Problems	zNewCall	Normal
11	102096801	George Beecher	grenda@dsrga.com	9-May-02	I would	9:00	General Contact	zNewCall	Normal
12	102096801	George Beecher	grenda@dsrga.com	9-May-02	I would	9:00	General Contact	zNewCall	Normal
13	102096435	Martha Dodd	mydodd@yahoo.com	9-May-02	Unable to print	9:00	General Contact	zNewCall	Normal
14	102096801	Joe Schmeier	www.joesch.com	9-May-02	My bill is too high	9:00	Billing Issues	zNewCall	Normal
15	102036702	Bela Cartwright	belac@bbkcat.com	9-May-02	Bank website is not set	9:00	Network Problems	zNewCall	Normal
16	102104341	alfonzey chisholm	achisholm@howard.edu	10-May-02	test	10:00	General Contact	zNewCall	Normal
17	102104845	David Tomsett	david.tomsett@bolero.net	10-May-02	sadasdasdasdasdasda	10:00	General Contact	zNewCall	Normal
18	1021054537	Ron Mittelman	Ron.Mittelman@mail.com	10-May-02	I need 3 different pass...	10:00	Network Problems	zNewCall	Normal
19	102105869	Tester 002	test@test.com	10-May-02	test	10:00	General Contact	zNewCall	Normal
20	102110854	Kenn Petersen	kpg@traen.com	11-May-02	ojohihuh	11:00	General Contact	zNewCall	Normal
21	102110894	Kenn Petersen	kpg@traen.com	11-May-02	popopopopop	11:00	Billing Issues	zNewCall	Normal
22	102116548	Ted Hansen	thansen@bigpond.com	11-May-02	can't connect to the b...	11:00	Network Problems	zNewCall	Normal
23	1019561193	Orla Orla	orla@test.com	23-Apr-02	beeee	11:00	Network Problems	zNewCall	Normal
24	102022073	Stephanie	shardy@wam.umd.edu	1-May-02	test	11:00	Password Problems	zNewCall	Normal
25	102021343	Jay Benoit	jaybenoit@exchange.nw.com	30-Apr-02	Testing agin	11:00	General Contact	zNewCall	Normal
26	102034782	Steve Urban	sturban@myfireware.com	2-May-02	This is a test!	11:00	Network Problems	zNewCall	Normal
27	102035519	Sergio De La Cruz	sergio@edc.net	8-May-02	Password problem!	11:00	Password Problems	zNewCall	Normal

- Further reports can be built by using the “one click” dump of search results into an Excel spreadsheet.
- WonderDesk SQL owners can have Microsoft Access connect directly to the WonderDesk MySQL database for additional reports.

Company Benefits:

- The WonderDesk increases customer satisfaction.
- WonderDesk is very cost effective. Its low price per feature is extremely competitive.
- Nearly immediate return on investment. Your hard earned customers stay happy and you'll gain more of them as the word travels about your great customer service!
- It keeps your business organized. All calls are logged in and worked on, from one location.
- It allows you to hire remote technicians. No need to be on site, techs can log in from anywhere in the world.
- Additional revenue can be generated by selling X-amount of help desk submissions and/or emergencies. The Control Panel offers several options to facilitate this process.
- It saves time by automating the email progress. No copy and pasting needed.
- **News/Status** box reduces unnecessary incoming calls by informing your customers of known issues.
- Different authentication methods can be used to simplify the login process.
- WonderDesk data and files are completely under your control. Not stored remotely on someone else's servers.
- Fast installation. Low web server hardware requirements.
- The WonderDesk is easy to use with its simple point and click technique. No expensive training needed for your company.

Customization

- The WonderDesk can be fully customized. Fonts, tables, and colors can be changed on the fly from the [Control Panel](#).

Some Control Panel Features:

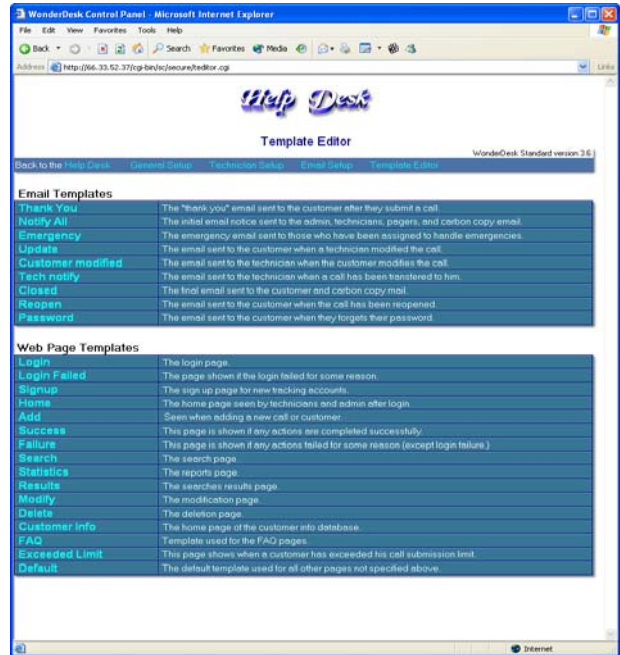
- The WonderDesk **Control Panel** allows for web-based customization. No need to shut down your help desk, you can make changes on the fly!
- With the Control Panel, you can change 60+ items including the:
 - Name of your help desk.
 - Text **colors**, fonts and sizes.
 - Table border size, width, and background colors.
 - Hyperlink and cascade style sheet colors.
 - Referrer option toggle. Great if you have resellers or sub-support divisions.
 - Banned dirty words or html code.
 - Limit of what technicians can see.
 - Lock down text box fields so that each modification automatically adds a user/date/timestamp.
 - Option that permits the customers to create their own help desk tracking account or not.
 - Help desk categories for the customer and F.A.Qs.
 - Welcome message by customizing it.
 - CC emails setups for additional logging.
 - Technician's name, email address, and checkmark so they will or won't receive email notices.
 - Various password options
 - Option that allows customers and/or technicians to reopen closed calls.
 - Time zone offsets and help desk session timeouts.
 - Default number of calls and emergencies that a customer can submit.
 - Word "call" to be any desired term. (support request, issue, request, incident, inquiry, etc.)
- The default graphic images are named with obvious names like submit.gif or background.gif. You can use your own images simply by uploading them on top of the default ones. There are also different themes that can be downloaded.
- Field names and screen text have been consolidated into one simple language text file. You can rename anything with a text editor.



- HTML template editor allows you to make the WonderDesk **match the look of your web site.**



- Email template editor lets you set up the email content sent to everyone
 - Customized HTML and email templates using the built in template editor.
- With a little modification, you can add your own:
 - text input fields
 - radio buttons
 - pull down menus
 - checkboxes.
 There is no limit.
- You receive the full source code (Perl and HTML). You can modify the WonderDesk for your company's needs.





Requirements

The requirements to run the WonderDesk are quite easy to meet.

- A web server. Almost any flavor of Unix, Linux, or Windows NT/2000/2003/XP Pro will work.
- 100mhz or faster CPU.
- 32MB or more of ram.
- Your web server must be able to run Perl CGI scripts. ([Perl](#) 5.003 or later)
- Sendmail or SMTP will be needed for the email features to work.
- WonderDesk SQL database choices are [MySQL](#), Microsoft SQL, Oracle and PostgreSQL.

You should install the free [tester script](#) to make sure the WonderDesk will work properly on your server. (<http://www.wonderdesk.com/tester.zip>)

This test script will verify security and that the proper software is installed on your web server.

Support

- One year of free upgrades included.
 - One year of free support included.
 - Additional WonderDesk Standard support and upgrades is only \$35 per additional year.
 - Additional WonderDesk SQL support and upgrades is only \$249 per additional year.
- We can install it on your server if you wish.
 - WonderDesk Standard installation is \$75
 - WonderDesk SQL installation is \$175
 - Custom modifications can be done at \$250 per hour.
 - You can purchase the WonderDesk here:
 - <http://www.wonderdesk.com/purchase.html>
 - Contact us if you have any questions

Web Wonderland, Inc.
36 Coventry Dr.
Spencerport, NY 14559

Sales:	585-352-4599
Toll Free (US Only) Sales:	800-596-8727
Support:	585-349-4722
Fax:	585-352-4593

Additional information

Frequently Asked Questions

<http://www.wonderdesk.com/faq.html>

Additional screenshots

<http://www.wonderdesk.com/screenshots.html>

Other companies using the WonderDesk

<http://www.wonderdesk.com/wdcustomers.html>

Testimonials from WonderDesk owners

<http://www.wonderdesk.com/testimonials.html>

Live demos to test

<http://www.wonderdesk.com/demo.html>

Ordering page

<http://www.wonderdesk.com/purchase.html>

Detailed info on WonderDesk Standard vs., SQL

<http://www.wonderdesk.com/comparison.html>

Pricing

- One-time cost. No hidden fees.
- Unlimited number of users.
- Unlimited number of technicians.
- Unlimited usage. It does not expire, use it as long as you would like.
- Unlimited simultaneous active users.

Detailed information on differences between WonderDesk Standard and WonderDesk SQL can be found here:

<http://www.wonderdesk.com/comparison.html>

WonderDesk Standard

(with "Powered by WonderDesk" logo).....\$ **499**

WonderDesk Standard *(w/o logo)*.....\$ **1,999**

WonderDesk SQL

(with "Powered by WonderDesk" logo).....\$ **2,499**

WonderDesk SQL *(w/o logo)*.....\$ **8,499**

A product of Web Wonderland, Inc.