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New functionalities in Nilex NSP Malmö R1 version

Today we published new version NSP Malmö R1. In this document you can find some details about new functionalities into Nilex NSP.

1. Self Service Portal version 1

Self Service Portal is the main access portal for the end users (customers). It will provide following options and features: SSP Dashboard, Service Catalog with web shop, Knowledge Base browsing and searching, Announcements, Control panel for users to see and follow the progress of own cases and incident report forms (with the support from the KB). This version does not include function for power user settings, chat and survey. These three functionalities we are going to develop in next Hot Fixes for this version.

2. Service Catalog with web-shop version 1

Service Catalog management will enable customers to build their own service catalog based on a strong multi-level category structure and highly customizable model. Service catalog items will be published in Service Catalog available on Nilex Self Service Portal. Based on selected service from the Service Catalog, Service Request will be invoked in order to give the customer the possibility to purchase selected service.

3. Knowledge management version 1 with support for shift to the left and knowledge Centered Support framework

NSP Knowledge base management enables customer to write, publish and control publishing scopes of the KB Articles. Model provides approving mechanisms for publishing, as well as versioning of the KB Articles. KB management will also enable creation of the solution on the ticket from selected KB Article, creation of the KB Article from solution comment on the ticket and multiple associations between entities like Ticket, CI, Contract and the KB Articles. KB model provides multiple KB types and extended customization based on the KB Article Type. KB can be categorized in the tree-like structure.

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4. Facebook integration version 1

Facebook integration provides support for getting the content from the multiple Facebook business pages into the NSP application. Using this feature, user can synchronize posts and messages from the linked pages into the NSP Application in form of tickets and comments on tickets. Synchronization can be scheduled according to the user settings.

5. CTI integration version 1

Integration software installed on the Agent's workstation will detect calls either form Panasonic UC PRO, Tele2, Skype for Business or standard Skype. Notification for the Agent will be displayed. It contains basic information about the Caller and gives possibility to view CT dashboard in NSP and items related to a Caller (Call history, Cases, CIs, etc.).

6. Announcments version 1

The Announcement feature will enable you to post and manage announcements that you would like to publish on Nilex Self Service Portal. You might want to post an announcement with standard or important flag, about recent news items in your company. The Announcements feature can manage different category of announcement. Also, announcement has support for multiple language and publishing/closing announcement on specific date and time.

7. Improvements and bug fixs

This version includes a lot of improvements for existing features. Also, many bugs are fixed. Since the bug list is quite long, you can get it from out support team if needed.

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