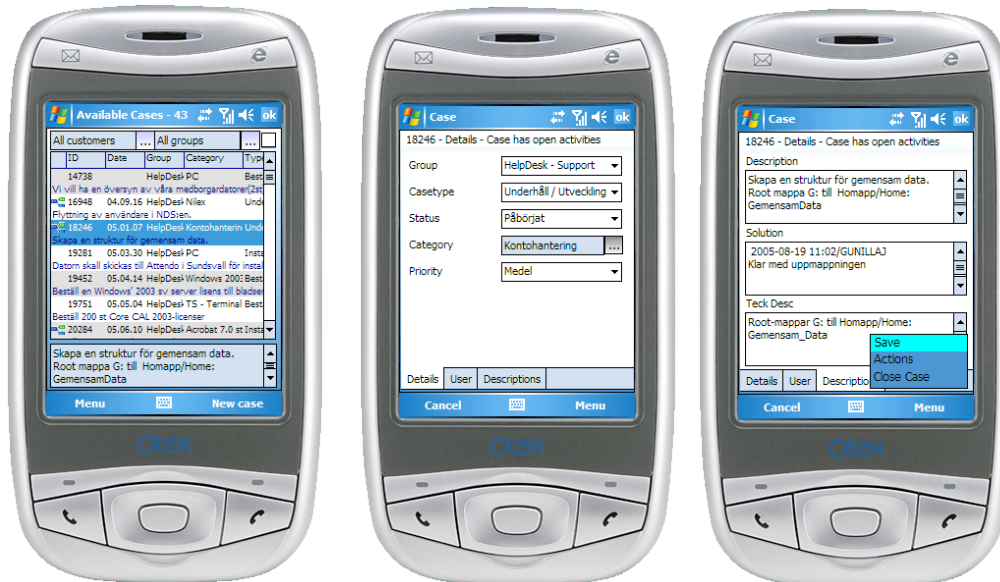


# HelpDesk Mobile

With this module HelpDesk functions are available for employees working outside of the office with a Windows-based PDA device. These employees do not need to have access to their computer to get cases assigned to them from the HelpDesk, or to register new cases and assign them to other colleagues.

HelpDesk Mobile works with all types of mobile devices having Windows Mobile 6 (Professional Edition) installed, and access to the network service "Nilex Helpdesk Server" either via WLAN, 3G or GPRS.



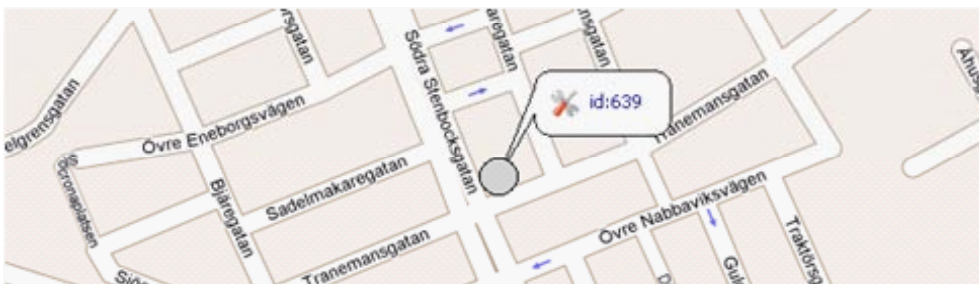
## How does it work?

On a server in the network a service will be installed that acts as liaison between the mobile units and NilexPlus database. On the mobile device an application will be installed that communicates directly with Nilex HelpDesk Server service via wireless links.

Network List Service	Identifierar ...	Startad	Automatiskt	Lokal tjänst
Network Location Awareness	Samlar in oc...	Startad	Automatiskt	Nätverkstjänst
Network Store Interface Service	Den här tjän...	Startad	Automatiskt	Lokal tjänst
Nilex Helpdesk Server		Startad	Automatiskt	Lokalt system
Nilex Inventory Agent	Nilex Invent...	Startad	Automatiskt	Lokalt system

## Positioning

HelpDesk Mobile includes Positioning Center, which must be started from the external module in NilexPlus. The Positioning center shows the case list taken from NilexPlus and a map. A case handler can easily put a case marker on the map. These markers can also be put and seen on an accompanying map in the mobile device and thus provide technician the information for the location for the actual case. If the mobile units have a GPS receiver, even the technician own position is visible as well as other in logged technicians.



This is a separate module, which assumes that the customer also has the module HelpDesk Mobile.



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