# DATA
SHEET

advantage
Integrated Solutions™

ADVANTAGE'S
UNIVERSAL SERVICE DESK
for Quick Base

Employee Self-Service Portals in Quick Base
Deliver better service across your company!

We can enable Quick Base to serve your entire enterprise with this single or multi-function Service Portal from Advantage. Our configurable, brandable, modular and scalable portal app gets you providing value in better support to users across your organization in less than 30 days.
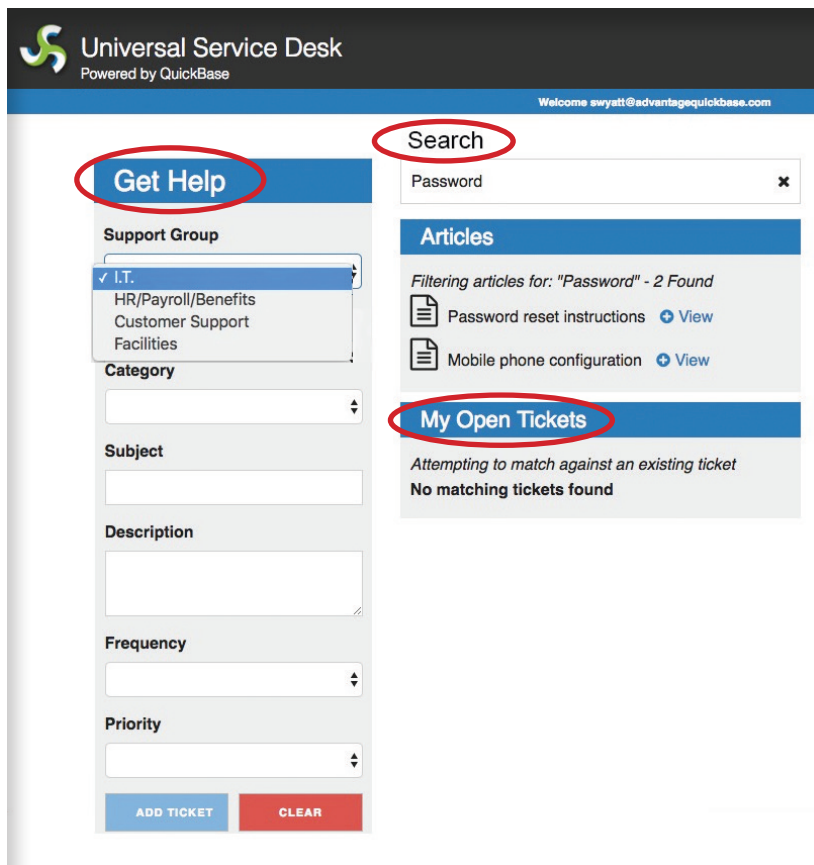
GET HELP

Single, configurable, universal form for submitting service and support requests into the system for prompt action.

SEARCH

KnowledgeBase with Intelligent Search to provide users easy self-help.

MANAGE TICKETS

Easy visibility to all open tickets and their status.

Advantage's **Universal Service Desk** is a quick, low-risk start to providing better self-help and central support to employees, customers, vendors, and other constituent groups, getting them what they need, with higher satisfaction and lower cost at the same time. A light version of enterprise tools that cost six-figures and take 6+ months to implement.

Users have a **single source** to get authorized knowledge and electronic assets in a Content Management System (CMS), and submit tickets for help when they can't find what they need on their own. It is a hub for internal service support.

QUICK BASE ► SOLUTION PROVIDER

Advantage's **Universal Service Desk** offers quick support in these areas and more:

IT (ITSM)	Customers (integrated into CRM if useful)
HR/Payroll/Benefits	Field Sales and Service
Employee Onboarding and Provisioning	Call Center Agents
Facilities, Legal	Remote Projects and Workgroups
Company Travel	Contractors, Suppliers, and Partners

All from one easy-to-use, mobile-first application that works 24/7 - and is accessible wherever your employees and support groups are. No new hardware or software to install, IT support, or special skills required; *it couldn't be easier!* Roles-based access controls user interaction.

PORTAL BENEFITS

- Fastest, most cost-effective way to provide simple service desk experience for users across your enterprise.
- Singular, standardized user experience across your service desks and devices, for better user adoption and satisfaction.
- Strong self-service orientation with enhanced Search to reduce ticket volume.
- Scalable: add your other functions into this master portal to save $$$ and improve your global service and user experience.
- Add other valuable functionality with the no-code ease of Quick Base.
- Improve service speed and reduce cost further with optional no-code Workato workflow automations and integrations with Salesforce, SMS (text), Slack, Jira, Skype4Business and more.
- Creates a baseline for service/support performance and tracks improvement.

PORTAL FEATURES

- Consumerized and mobile-first best practice design for responsive, easy use on any device
- No-code configurable: make changes needed over time yourself without web programmers, saving $$$ and time.
- Automating routing requests for approval, where needed.
- Help Desk work queues for easy central response to and management of service requests...right in Quick Base.
- Management reporting and constant visibility to the volume and status of support requests, and overall service performance.
- Smart phone photo capture, for visual issues.