ILION Support – Servicio help desk
The support system

INTRODUCTION

This module is the auxiliary tool enabling the Help Desk to smoothly handle all possible incidents.

ADVANTAGES

ILION Support is a Help Desk tool with a differential value in its own right. This single tool contains all the functions required to provide online support to multiple stores in several languages.

Ilion Support provides the following functionalities:

↘ **Store data.** basic, but sufficient, store data.

    ↘ Technical information, general, business lines, distribution, human resources, seamstresses,warehouses, rates, etc.

    ↘ Sales queries

    ↘ Movement queries

    ↘ Cash closure queries

    ↘ Date export utilities

    ↘ Remote connection/maintenance

    ↘ Store error log queries

↘ **Access** - Provides lists of users and programs accessing the system.

↘ **Errors** - Access to list of program or other system errors.

↘ **Online support** - Access to instant messages. This system enables users to connect to the different chat rooms, with a support user providing online support. Access is also available for advanced users with the pertinent authorisation, holding virtual meetings in the different chat rooms available.

↘ **Direct access.** The functionalities are completed with direct access.

    ↘ Ilion Business Portal / Ilion Businesss Support

    ↘ In-house mail

    ↘ Book: online catalogue

↘ **Service Desk.** Help Desk/external online help service.

↘ **Ilion Server SGBB.**

↘ **Camera access** - Video surveillance cameras accessible through IP, if available, are associated tothis menu.

    ↘ Ofisec.Net

    ↘ Vixia.Net

1. STORE DETAILS – TECHNICAL DATA

2. ILION HQ ACCESS

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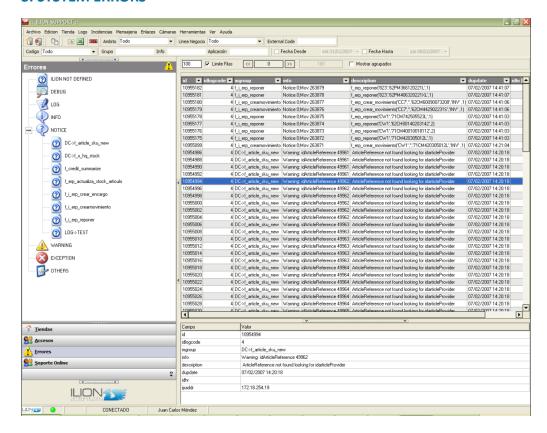F: (+34) 902 198 521
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3. SYSTEM ERRORS

TODAY IS TOMORROW

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From Iterdata Fashion Retail, as the product's manufacturer, we are able to respond to all specific project requirements, applying all our know-how to solve your particular problem. .

Please contact us if you require further information. We will be pleased to answer all your questions about **ILION** .