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Triage: Observe

TRIAGE: OBSERVE

Triage: Observe gives you a seamless way to record and present any incidents to your support process. Every incident is documented from a functional and technical perspective. Give your support service the right information at the right time - first time - and then get on with your normal business activities.

Get detailed incident information to your support desk effortlessly, and get it resolved quicker.

TRIAGE: DIAGNOSE

Triage: Diagnose allows your support service to view and manage your incidents more efficiently and more effectively, resulting in an improved service to you - the customer.

COMBINED

Triage: Observe combined with Triage: Diagnose gives you a full incident data collection and analysis solution which will enable a support process in providing a higher quality service to you.

ITIL compliant:: embed directly into your ITIL framework.

- Easily and fully document your requests for support from within Dynamics AX
- See at first glance where responsibility may lie for support
- Tailor the document template to be company specific
- Supports internal approval and incident history.

Triage is a system tool for every Dynamics AX user to let them record incidents as they happen during their day to day use of the application. It enforces consistent quality documentation for the support function and assists in isolating the root cause quickly.

Triage as a name has its it's genesis in the field of medicine—it is a process and a set of markings to assist in quickly and efficiently assessing the severity and condition of each patient, and then dealing with each patient using limited resources.

Triage: Observe allows the user to very simply step through the system to recreate the incident that they wish to be supported.

Support can then perform the equivalent of the medical function of triage and quickly and efficiently assess the severity and priority of each incident, and then schedule appropriate resource to that incident from a limited resource pool.

Triage: Observe collects the following data as the user is going through the screens to demonstrate the incident.:

- Triage produces an application document to provide real user context to the incident in terms of topical data such as company, screens navigated, buttons pressed, and so on.
- Triage also produces execution data to provide multiple levels of analysis around which layers, objects, methods and lines of code were used by the user while they demonstrated the incident.

Triage: Diagnose lets you use that data to make informed decisions about what the user was doing, how the system was acting and allows you to route the incident accurately.

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Assistance

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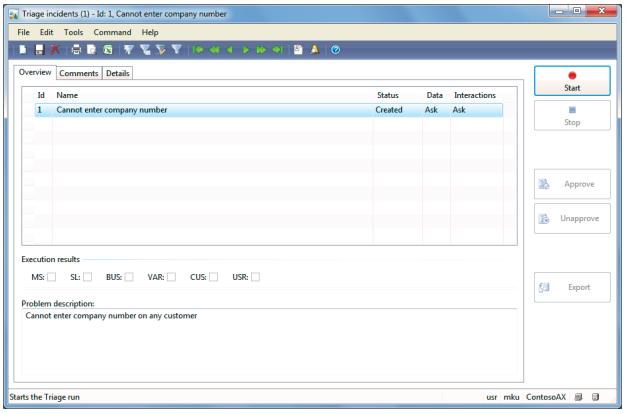
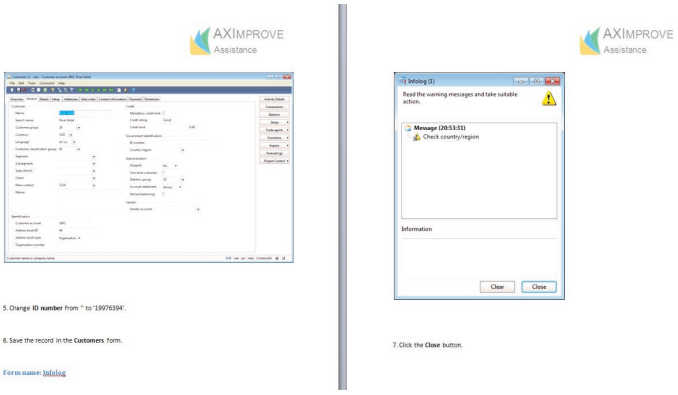
Features and Benefits



Data Collection:

- Self Document your incidents
- Incident Approval System before submission to support organisation.
- Track comment history from your internal organisation's support process
- Technical and Functional documentation produced
- Comment History available



Application Documentation:

- Multiple Customer compatible
- Multiple levels of precision on execution data
- Form an opinion quickly on priority and resource allocation.
- Formal and repeatable quality documentation
- Can be tailored to your house style.
- High Level Results available for the user, instantly.

Additional Information

- User friendly and simple tool to enable users to produce great documentation for the support desk, ultimately enabling them to get assistance quicker.
- These products are written for Dynamics AX 2009.
  For other versions please contact us.
- The principals at AXImprove have been providing solutions for Dynamics AX (previously Axapta) since 1998.
- Our sole focus is on providing Innovative Solutions for Dynamics AX and improving the experience of this class leading ERP

PRODUCT WARRANTY

All AXImprove products come with full warranty and a time limited free email support service.

ROADMAP HIGHLIGHTS

Performance Health Check

Encapsulate full source code into the incident

API for external support systems

INNOVATIVE SOLUTIONS

AXImprove prides itself on creating and delivering innovative solutions for Dynamics AX - every time.

If you need a solution let us know your problem. We will solve it.

For more information on any of our products or services please visit us on the Web at: www.aximprove.co.uk

SERVICES AVAILABLE

Technical Support

Design Authority

Solution Creation

Escalations Service

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Assistance

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