

# Feature List

## cloud edition

With no software to download, install or maintain, Revelation 'cloud edition' this is the easiest and fastest way to get up and running with Revelation. The cloud edition is updated on an ongoing basis.

## server 2011

If asset auditing and AD integration are important to you - or you just like to have your data stored locally - then 'server 2011' is the right product for you. The server installer is released annually.



Also based in the cloud, the 'core' offering has a reduced features set and five named licenses - absolutely free - no strings attached. Core features are highlighted in blue below.

### HELPDESK

- Time zone aware
- Ticket monitor
- 100% browser based
- User account management
- Integrated knowledge base
- Business rules
- Variable Bus. Hours & Holidays
- Vendor access level
- Time sheet View
- Custom Homepage Views
- Login Audit

### EMAIL

- Email from within ticket
- Auto Email notifications
- Auto email to ticket conversion
- Update Ticket via Email
- Auto add email responses
- Custom email alert rules
- Broadcast Messages to Users
- MS Outlook Integration

### KNOWLEDGE BASE

- Tag Cloud
- Intelligent Article Ranking
- User Can Rate Articles
- Send Article
- Add Attachments & URLs
- Embed Rich Media

### TICKET

- Full text ticket search
- Chronological Ticket history
- Spell checker
- Stopwatch
- Category & sub-category
- Calendar events
- Custom status levels
- Color Coded Tickets
- End user feedback Surveys
- Parent / Child Tickets
- Filter Call Actions
- Ticket templates
- Recurring Tickets
- Ticket workflow
- Schedule Workflows
- File attachments
- Custom Priority Levels
- User Quick search
- On Screen End User Alerts
- Update Multiple Tickets at once

### ASSET

- Asset management
- Assign Asset to Location or User
- Link Asset to Ticket
- Asset Discovery
- View asset details in ticket
- View Asset History
- Custom Asset Fields
- Log Ticket by Asset

### TEAM

- Multi Team Support
- Ticket Management Dashboard
- Multi Site Support

### SELF SERVICE

- End User Self Service Portal
- End User Knowledgebase
- End user ticket creation
- Branded Customer Portals
- Post Message to End Users
- User Feedback Surveys

### BRANDING

- Logo control
- Branded Customer Portals
- Phrase Control

### REPORTING

- Core Service Reports
- Built In Management Reports
- Report Builder
- Save & Share Reports
- Schedule & Send Reports
- Send Reports
- Export Reports
- Simple & Advanced Search
- Save Searches
- Schedule & Send Searches
- Send Search Results

### PROJECT

- Auto Escalation
- Default Priority per Project
- Multiple SLAs
- Priority Sets
- Project Reports

### COMMERCE BASED

- Variable Billing Rates
- Track Billable & Non-Billable Time
- Project Based Time Tracking
- Printer Friendly Ticket View
- Time Management
- Time Reconciliation in Real Time
- Project Financial Details
- Project Performance Reporting
- Top Staff Matrix
- Top Customer Matrix

### INTEGRATION

- Outlook Integration
- Active Directory Integration
- OCS Integration