iSupport® Edition Differences

	Incident Management Edition	Service Desk Edition
Incident Management functionality - efficiently record, track, resolve, and report on incidents, add related work items, implement service contracts, and more	✔	✔
Customer and Company Profile functionality – import or synchronize with data sources; customer data is integrated with work items, correspondence templates, and other features throughout iSupport	✔	✔
Rules engine - configure notifications, routing, escalation, approvals, and more	✔	✔
Knowledge Management functionality - set up a knowledge base and utilize approvals, RightAnswers, and feedback features	✔	✔
Survey functionality - define and send questionnaires to customers on a manual or scheduled basis	✔	✔
Asset Management functionality - collect and record information about any type of item and associate this information with work items and customers	✔	✔
Software license tracking - track instances of software titles against a specified condition and quantity, and send notifications if specified conditions are not met	✔	✔
Predefined and customizable views, charts, and SQL reports – use iSupport's standard reports and views or use the View Designer, Chart Designer, and ad-hoc reporting functionality	✔	✔
mySupport® self-service portals – target customer groups with customized interfaces and enable end users to submit and view work items, create and view discussion posts, search for knowledge entries, view headlines and FAQs, and more	✔	✔
Configurable entry screen layouts - configure fields and tabs according to the needs of your company via a drag and drop interface	✔	✔

iSupport® Edition Differences

	Incident Management Edition	Service Desk Edition
Configurable Desktop dashboards – use a simple drag and drop interface to add components for pin boards, news feeds, global searching, and more	✔	✔
User experience enhancements – utilize templates, quick access shortcuts, custom menus, and more	✔	✔
Multi-channel support – work with customers via mobile clients, chat, Facebook and Twitter integration, and discussion feeds	✔	✔
Problem Management functionality - document and track the root cause of issues and incidents; associate this information with work items		✔
Change Management functionality - record, automate, and control requests related to services and assets; associate this information with work items		✔
Purchasing Management functionality - request products and generate purchase orders		✔
Configuration Management (CMDB) functionality - set up and track configuration items and their relationships, and display those relationships throughout the application		✔
Service Catalog functionality - utilize Purchase and Change templates for tracking customer requests for items such as products and services		✔
Opportunity Management functionality - create Opportunity records and generate quotes using products and product groups that you create or utilize via Intuit® QuickBooks® integration		✔
Application Program Interface (API) – utilize Windows Communication Foundation services for access and integration with basic create, read, update, and delete operations for Customer Profile, Company Profile, Incident, and Change functionality		✔