

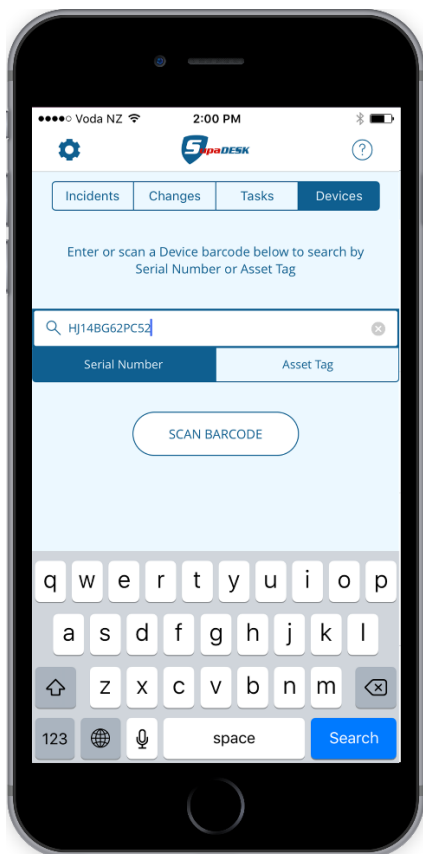
Welcome to our September newsletter! Our one-page summary to quickly let you know what we're up to.

As usual we've added a bunch of improvements recently, one of which is the **Net Promoter Score** that allows you to inject your survey question into the ticket resolution e-mail notification. The end user can then reply to this by clicking on a 0-10 score and send directly to the system. It's hard convincing users to provide feedback, so the easier it is the better. An example follows:

How would you rate the quality and timeliness of the Help Desk in resolving your issue?

Please click on a number below to rate your experience and provide feedback.

0-Poor				5-Average			10-Excellent			
0	1	2	3	4	5	6	7	8	9	10



Our latest **SupaDESK Mobile** app has been extended so you can update the location, assignment and status of Devices according to a serial number or asset tag lookup. The app enables you to scan a barcode using the built-in camera. Devices can also be created using the same method. You can also now generate barcodes directly from SupaTools for printing.

Have you integrated SupaTools with **Active Directory** and **Microsoft SCCM** yet? If not let us know because there are many benefits.

The following features will be included in an upcoming release:

- Two factor authentication using Google Authenticator
- Upgrade of Graphs & Charts function
- Project Management functions including Tasks and Gantt Chart generation
- Resizable table columns / layout improvements

If you are interested in implementing the new SupaTools 'skin' let us know and we can do it for \$500. This includes new stylesheet, icons and menus which we believe makes the user interface easier to read and more user friendly.

