



Videntium
Help Desk

VIDENTIUM HELP DESK

Advanced software engineered for providing real-time tracking and reporting of Reactive Maintenance Activities.



videntium.com



At Abu Dhabi Airport Terminal A, the adoption of **Videntium Helpdesk** brought about a revolution in ticket management, manifesting in a substantial reduction in resolution times. Tickets are closed **40% faster**, thanks to efficient workflow automation and real-time collaboration features, empowering support teams to address and resolve issues, ensuring optimal operational performance.

Videntium Help Desk is a

ADAPTABLE AND CUSTOMIZABLE SOLUTION

- Priority-Based Ticketing
- Shift Scheduling
- Real-Time Updates
- Issue Categories and Priorization
- SLA Configuration
- Asset Linkage
- Communication Logs
- Quality Assurance Measures
- And more...



SCAN & DIVE DEEPER

Scan the QR code to explore all that we have to offer. Find our website, social links, and contact form conveniently grouped in a single QR code for your convenience!

Why Should You CHOOSE US ?

Videntium Help Desk plays a central role in empowering Facilities Management (FM) service providers to meet Service Level Agreements (SLA) and Key Performance Indicators (KPIs) set forth in collaboration with their clients. This sophisticated solution is intricately programmed to ensure the seamless coordination and allocation of maintenance teams to end users' requests, all within the specified SLA limits. The efficiency of Videntium Help Desk becomes evident as Help Desk agents can swiftly generate tickets and assign them to the appropriate maintenance teams with remarkable speed, streamlining the entire process and enhancing overall service delivery.

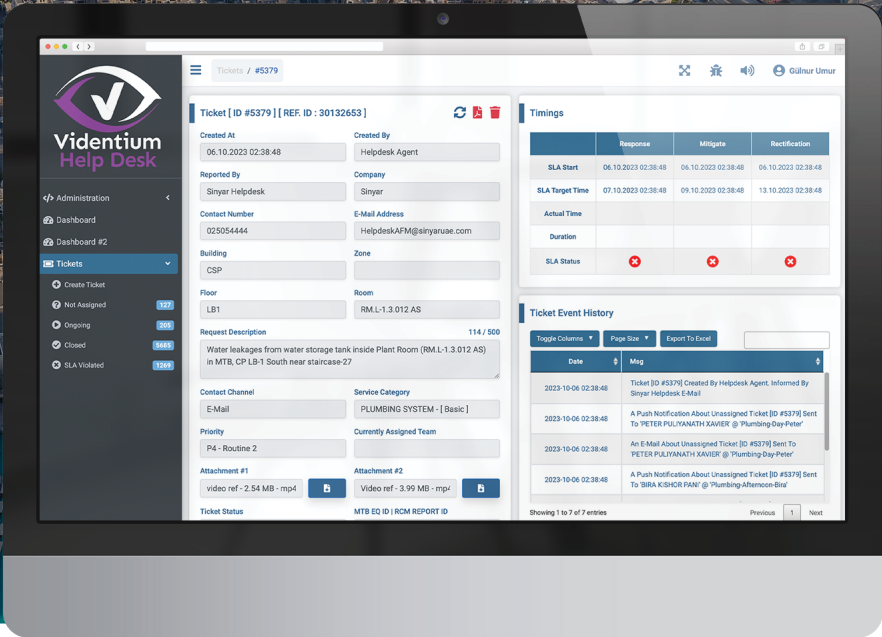
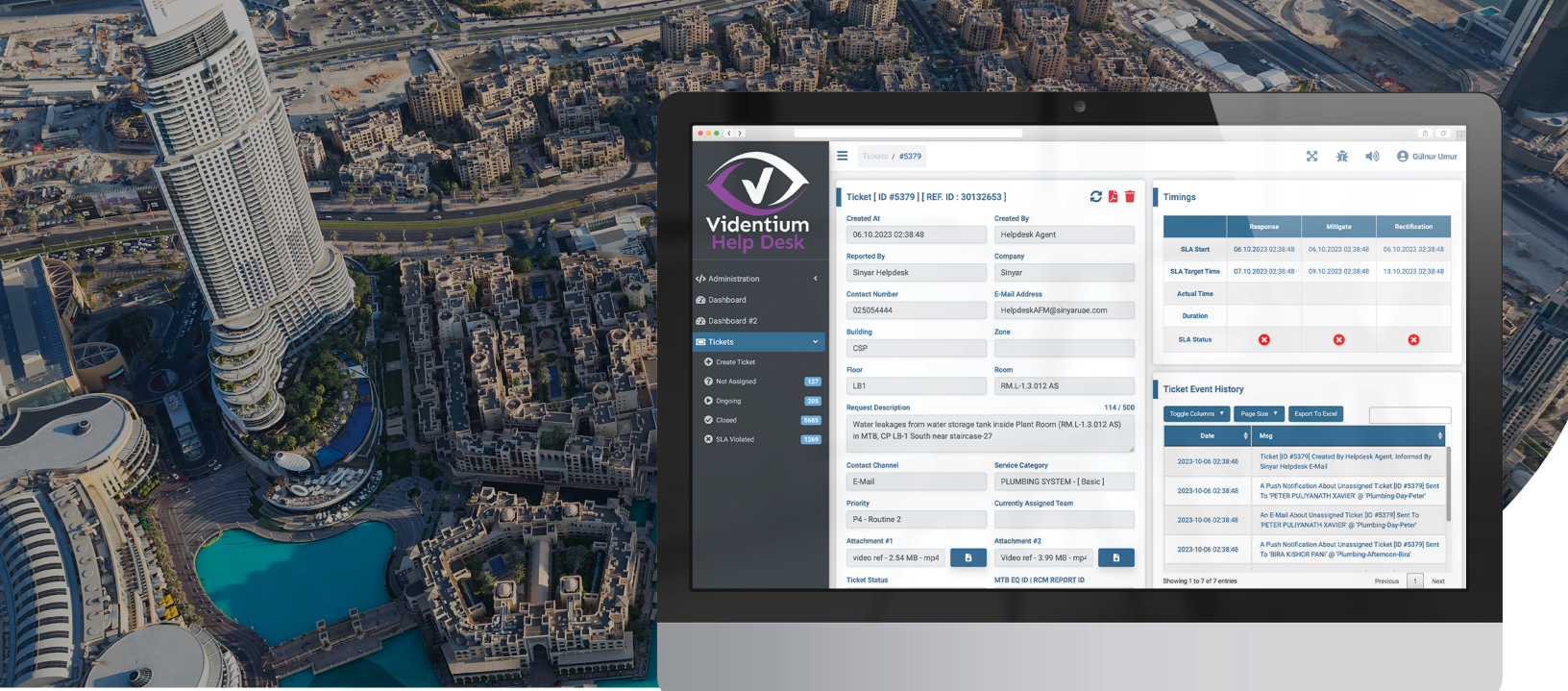


About Videntium Help Desk CREATE TICKETS

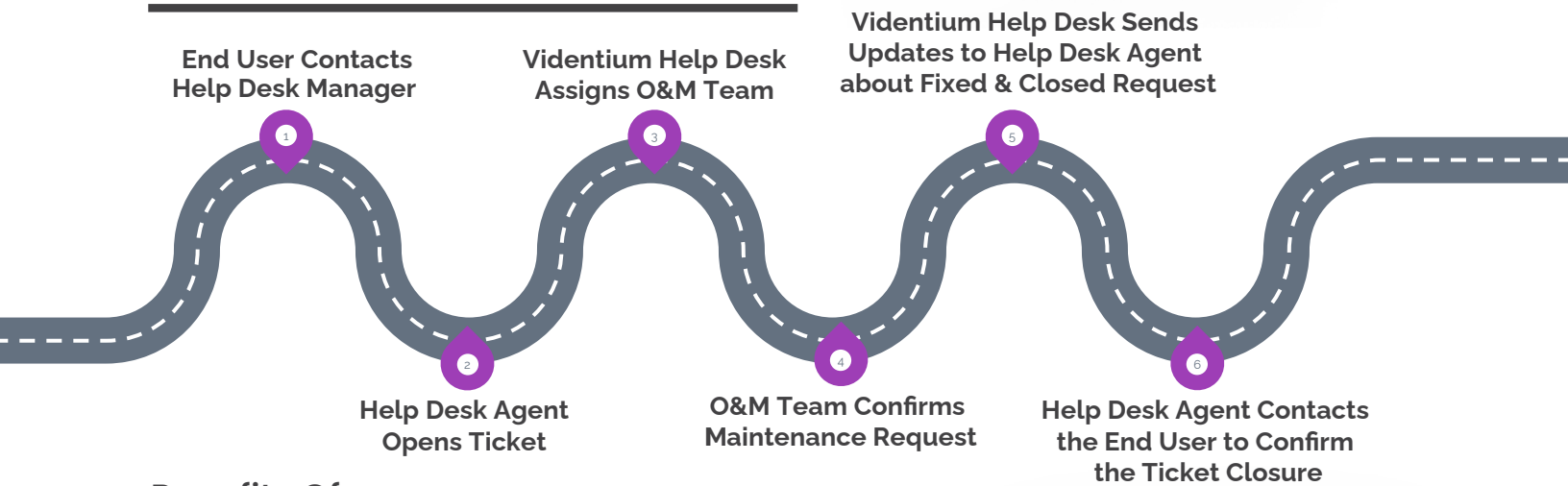
Videntium's Help Desk swiftly handles maintenance requests by enabling agents to create and assign tickets within seconds. Real-time updates via the mobile app from the maintenance team ensure a responsive approach to facilities management.

The 'Tickets - [OnGoing]' dashboard shows the following data:

#	Created By	Created At	Informer	Service Category	SLA Package
1	Helpdesk Agent	13.09.2023 00:36:18	Skyar Helpdesk	PLUMBING SYSTEM	Basic
2	Helpdesk Agent	15.09.2023 20:38:46	Skyar Helpdesk	LIGHTING SYSTEM	Basic
3	Helpdesk Agent	06.10.2023 01:25:30	Skyar Helpdesk	PLUMBING SYSTEM	Basic
4	Helpdesk Agent	06.10.2023 20:11:49	Skyar Helpdesk	ELECTRICAL SYSTEMS	Basic
5	Helpdesk Agent	07.10.2023 03:19:33	Skyar Helpdesk	ELECTRICAL SYSTEMS	Basic
6	Helpdesk Agent	07.10.2023 09:39:02	Skyar Helpdesk	LIGHTING SYSTEM	Basic
7	Helpdesk Agent	16.10.2023 14:25:53	Skyar Helpdesk	LIGHTING SYSTEM	Basic
8	Helpdesk Agent	16.10.2023 14:52:55	Skyar Helpdesk	PLUMBING SYSTEM	Basic
9	Helpdesk Agent	16.10.2023 15:28:16	Skyar Helpdesk	PLUMBING SYSTEM	Basic
10	Helpdesk Agent	17.10.2023 02:41:01	Skyar Helpdesk	ELECTRICAL SYSTEMS	Basic



Workflow of VIDENTIUM HELP DESK



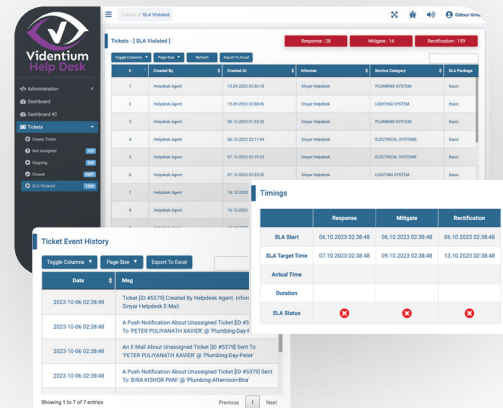
Benefits Of VIDENTIUM HELP DESK

Improved Accuracy



Better Documentation

Enhance Collaboration



Guarantee efficient and precise management for your construction with modular structure of Videntium.



This Is

Videntium

Behind Mega Dreams

DIGITAL TWIN & BIM COMPATIBILITY

Videntium Digital Twin & Simulation

Outside Temp : 16.5 °C
Wind Speed : 18.9 m/s
Indoor Temp : 23.4 °C

Item	Current Readings	Power	Consumption
Hallway Light	60.86 w	90.30 kw/h	90.30 kw/h
Room Light	90.32 w	90.30 kw/h	90.30 kw/h
Pump 1	Offline	Offline	Offline
Pump 2	75.50 l/s	200.56 kw/h	200.56 kw/h
Pump 3	48.78 l/s	200.56 kw/h	200.56 kw/h
Boiler 1	17014.36 btu/h	200.56 kw/h	200.56 kw/h
Boiler 2	15265.01 btu/h	200.56 kw/h	200.56 kw/h
Boiler 3	3.28 cfm	200.56 kw/h	200.56 kw/h
Vertical Pump 1	0.90 cfm	200.56 kw/h	200.56 kw/h
Vertical Pump 2	1.50 cfm	200.56 kw/h	200.56 kw/h
Vertical Pump 3	18.28 cfm	200.56 kw/h	200.56 kw/h
Valve			

JF-04-02

INFO

Type Name	Location
Jet Fans	Access Ramp
Status	% Planned
Commissioned	Powered

CHECKLISTS

Equipment Progress 100%

Pre-Requsite Checklist

Progress	Calculated %
(15 / 15) -100%	33.33 %

Slim Jet Fan Pre-Commissioning Checklist

Progress	Calculated %
(20 / 20) -100%	33.33 %

Slim Jet Fan Commissioning Checklist

Progress	Calculated %
(18 / 18) -100%	33.33 %

SOR

Progress	Calculated %
(0 / 0) -100%	0 %

Switch Day / Night

Device Readings & Power Consumptions

Toggle Emergency Off All Devices On

Corridor Lighting

Reading: 60.86 w
Power Consumption: 59.77 kw/h
3 ESMS Activated

Boiler 1


Reading: 17014.36 btu/h
Power Consumption: 200.56 kw/h
1 ESMS Activated


Boiler 2

Reading: 15265.01 btu/h
Power Consumption: 180.86 kw/h
2 ESMS Activated



CSI Technologies
Move Forward

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