



Which assignment groups currently have the highest workload? How many high-priority calls are currently registered? Which calls will pass their deadline within the next few hours? What is the average call resolution time today?

InfoFeed for the Service Desk enables you to retrieve real-time information from your service desk application and publish that information to the audience of your choice via RSS.

#### Key benefits:

- No lengthy installation and configuration procedures. Simply install the software, define the queries of your choice and start retrieving the information you require. If you are using Westbury's reporting solution (SDI or SMI), you can quickly create your queries with Westbury's Report Manager.
- Retrieve information as it is created. Data is retrieved near real-time.
- Define a virtually unlimited number of feeds (data streams). Each feed can contain its own information set, targeted towards specific audiences.
- No need to install costly software on client computers to receive information updates. Users can simply subscribe to the information they want to receive using an RSS feed reader (available out-of-the-box with Internet Explorer 7 or Microsoft Outlook).
- Ability to drill-down into operational reports. If you are using Westbury's reporting solution (SDI or SMI), you can enable users to drill-down from InfoFeed into detailed operational reports that are refreshed on-the-fly.
- Users do not need to login to the service management application in order to receive information updates.
- Retrieve data from multiple databases with InfoFeed Extended or InfoFeed Enterprise.



#### Would you like to monitor multiple applications?

With InfoFeed Extended and InfoFeed Enterprise you can monitor processes defined in virtually any application, from Sales to Human Resources and Facility Management. Choose a version that suits your needs:

- **InfoFeed Extended:** retrieve data from a maximum of 7 databases or database instances.
- **InfoFeed Enterprise:** retrieve data from an unlimited number of databases or database instances.

#### CONTACT

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