

Service Desk Express (SDE) Online Help Interface

Online Help for SDE incident tracking software was created and maintained in *RoboHelp HTML* (published as *FlashHelp*) and used as a training and procedure reference for internal SeaChange technical support. Two additional versions were created for different target audiences, Systems Administration and Management.

Global Technical Support Services (GTSS)
Service Desk Express (SDE)

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Version 2.17