

Help Desk Management System

Type

Price

External URL

<https://www.spec-india.com/business-solutions/online-help-desk-management-system>

Keywords

Help Desk Management System

Hits

651

URL

<https://indiafinder.in/products/detail/help-desk-management-system-1119>

Web-based Online Help Desk Management System is an effective and efficient customizable framework that helps in building a web-based ticketing system, which focuses on managing support and service tickets of organization's products, services, internal maintenance issues, and effective monitoring of Service Level Agreements (SLA) in a very crisp manner.

This easy-to-use, multi-user Requirement and Error Documenting tool, automates the complete support lifecycle of the ticket with functionalities like creating tickets online, attachments, description of work/problem/service, setting priority, tracking SLAs, communications; manage documents related to the ticket, Analysis, and Approvals. Its visually appealing and intuitive UI / UX and MIS reporting/dashboards allow for in-depth issue analysis and SLA compliance tracking. The system has an email integration feature and one can generate tickets by sending an email to a pre-defined ID, along with sending out email notifications to all concerned.

SUPPLIER

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