# Help Desk Management System

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| **Type** | |
| **Price** | |
| **External URL** | https://www.spec-india.com/business-solutions/online-help-desk-management-system |
| **Keywords** | Help Desk Management System |
| **Hits** | 659 |
| **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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