

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

637

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

SPEC INDIA



Address

SPEC HOUSE, Parth Complex
Swastik Cross Roads,
Navarangpura
Ahmedabad 380009
Gujarat, India
Tanveer Shiekh

Contact Person

Mobile Number

Email

lead@spec-india.com

SPEC INDIA is an ISO 9001:2015, ISO/IEC 27001:2013 software solutions and services company providing accelerated and cost-effective enterprise software development solutions to a large portfolio of customers across the globe, showcasing end-to-end business transformation. We strive to serve our esteemed clientele with focused collaboration, cutting-edge technologies, immaculate user experience, well-tested solutions, and round-the-clock support.

For more details, please visit <https://indiafinder.in/detail/spec-india-13027>