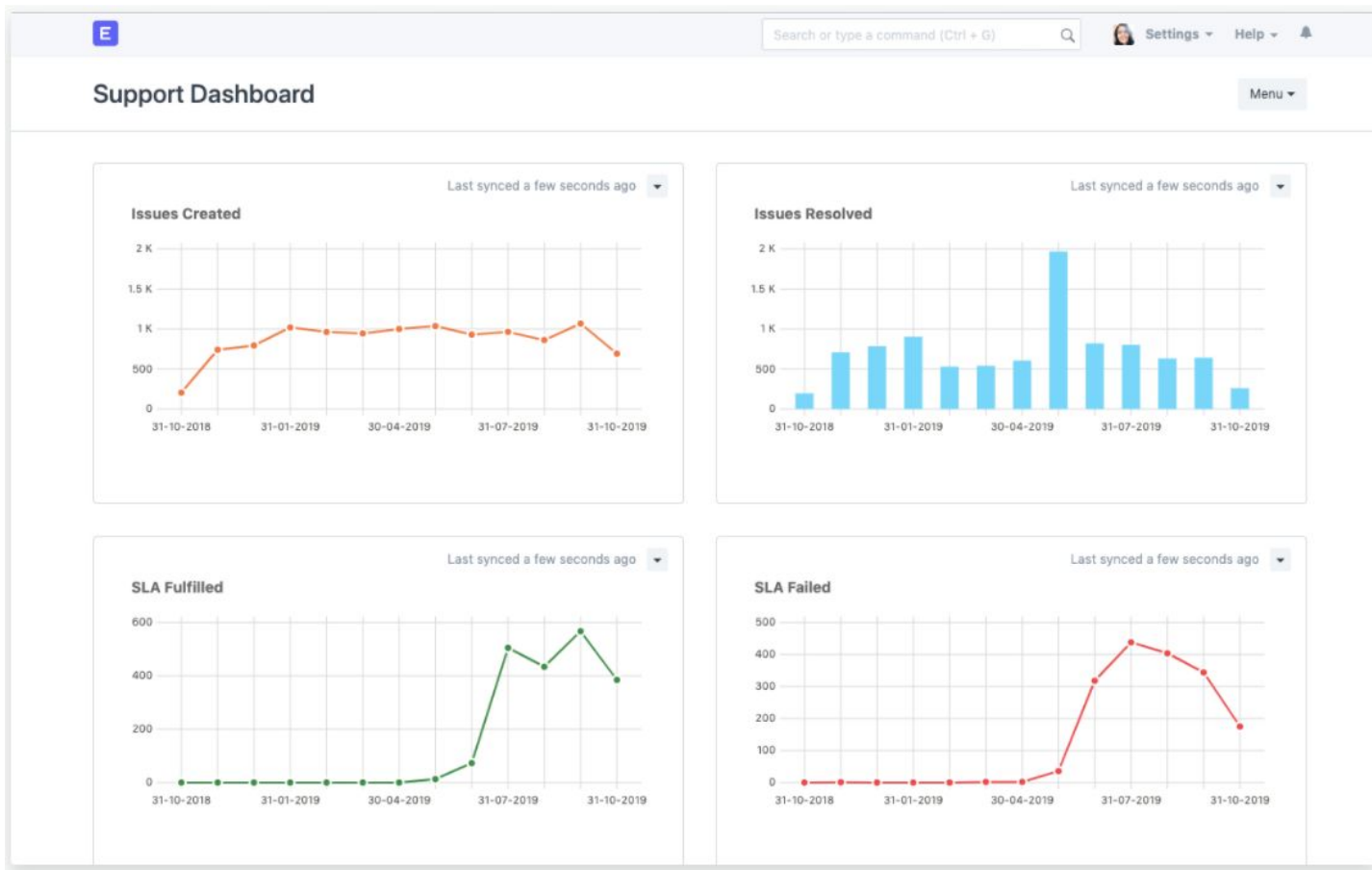




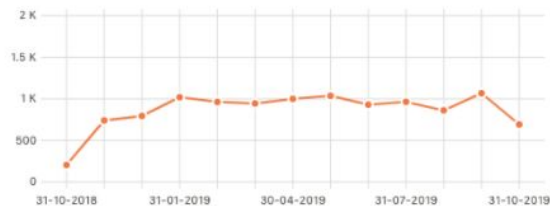
Helpdesk

Support dashboard



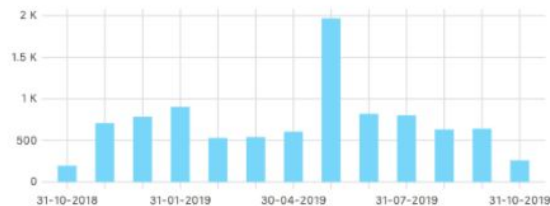
Issues Created

Last synced a few seconds ago



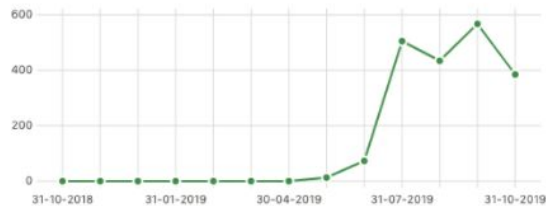
Issues Resolved

Last synced a few seconds ago



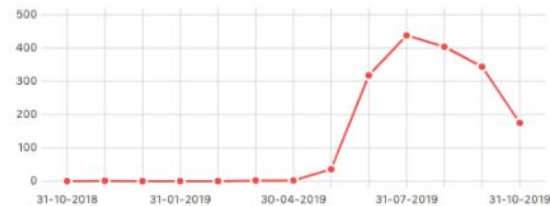
SLA Fulfilled

Last synced a few seconds ago



SLA Failed

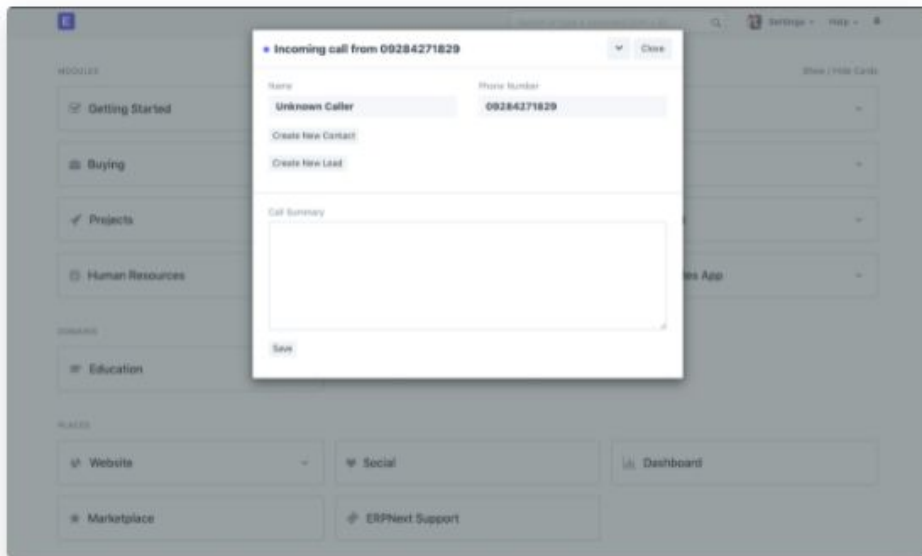
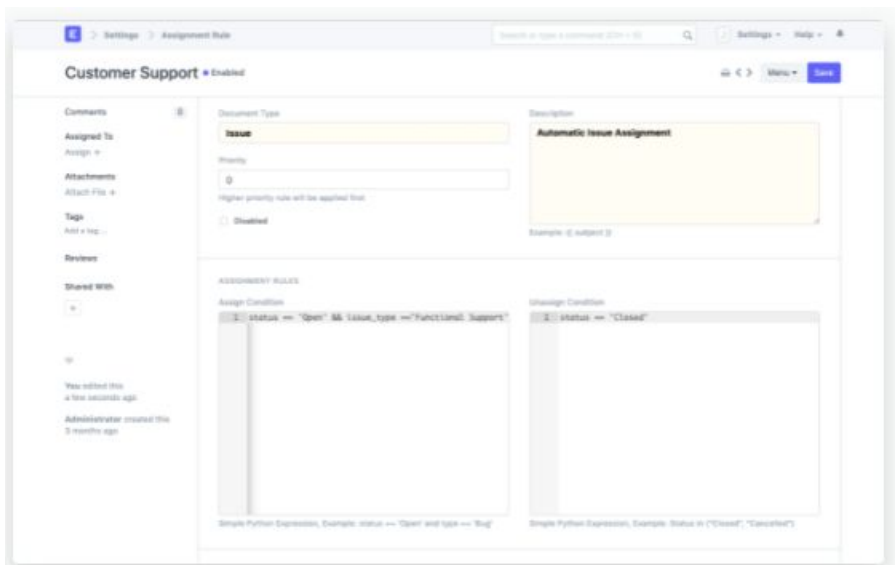
Last synced a few seconds ago



Interaction & automated assignments

Omnichannel Interactions

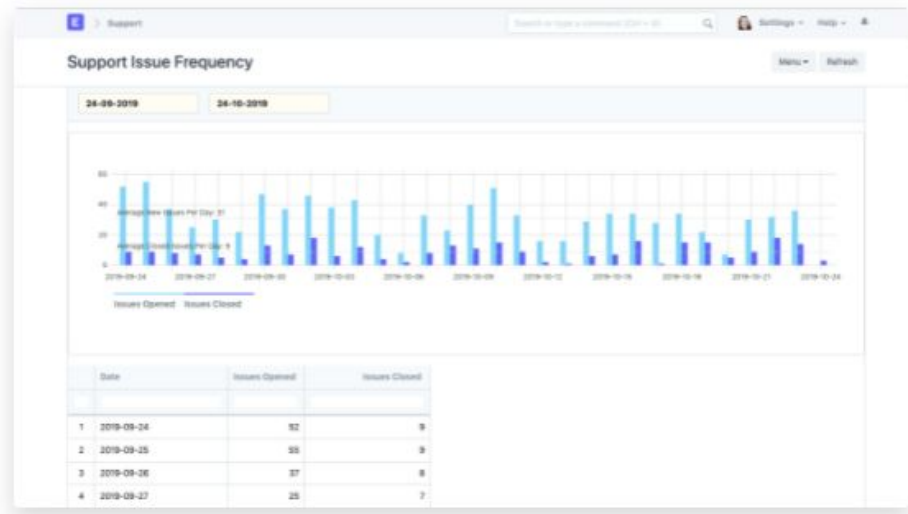
Don't miss support calls from your customers. Makes it easy to convert all interactions into data so your support team doesn't have to juggle between apps. With Call Popup, you can receive live notifications of incoming calls on your desktop. You can also turn emails in your inbox into tickets with this open source SaaS help desk software.



Automate Ticket Assignments

Reduce overhead of manual work by setting up assignment rules (such as round robin or load balancing) to automatically assign tickets among the team. This leaves more time to respond to customers, empowering your SaaS help desk to meet commitments on time.

Team excellence & SLA



Service Level Agreement

Personalize your customer experience with SLAs (for your support policy, response and resolution times, etc) based on the expectations you set with customers. You can track fulfillment or failures to improve your support process.

Team Excellence

Collaborate to address support tickets with multiple assignments or mentions. Includes out-of-the-box reports to monitor the performance of your support team and analyze ticket traffic (including open and closed tickets).

The configuration page for SLA-P1-0057 includes the following sections:

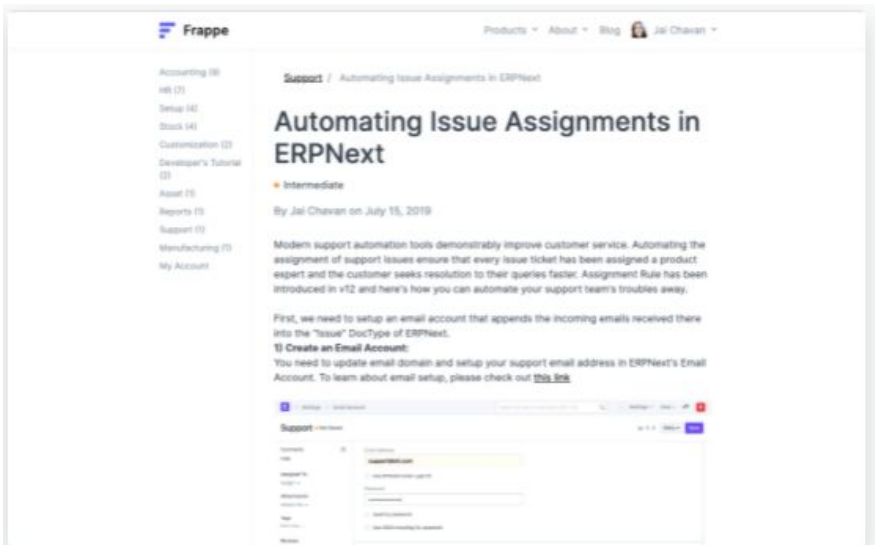
- Comments:** 0 comments.
- Assigned To:** Assign +
- Attachments:** Attach File +
- Tags:** Add a tag ...
- Reviews:**
- Shared With:** +
- DASHBOARD:**
 - ☒ Enable
 - Service Level:** P1
 - ☒ Default Service Level Agreement
 - Holiday List:** Holiday 2019
- AGREEMENT DETAILS:**
 - ☒ Active
- RESPONSE AND RESOLUTION TIME:**
 - Priorities:**

	Priority	Default...	Respo...	Response Time Pe...	Resolu...	Resolution Time P...	
<input type="checkbox"/>	1 High	✓	2	Hour	6	Hour	▼
<input type="checkbox"/>	2 Medium	⊗	4	Hour	8	Hour	▼
<input type="checkbox"/>	3 Low	⊗	6	Hour	12	Hour	▼

 - [Add Row](#)

Customer Portal

Level up your customers' interaction with your system and boost customer experience. Your clients can track the status of their issues and your team's correspondence in Issue Portal. Just invite customers as users in your account and let them reap the benefits of full transparency – opening sales orders, tracking shipments via delivery note status, raising issue tickets, and tracking resolution details.



Knowledge Base

Reduce ticket load by creating crisp help articles and FAQs, so that your service team can work on the complex issues that need their attention. This not only expands your knowledge base, but also empowers your customers to find solutions without having to wait for an agent.

Visits & customization

The screenshot shows a web application interface for managing maintenance schedules. The top bar includes a search bar and navigation links for Settings and Help. The main header displays the customer ID 'MAT-MSH-2019-00001-1' and its status 'Submitted'. Below this, there are sections for Comments, Assigned To, Attachments, Tags, Reviews, and Shared With. The central part of the interface shows a table of items with columns for Item Code, Item Name, Start Date, End Date, Periodicity, and a status icon. A 'Generate Schedule' button is visible. Below the table, there is a 'SCHEDULE' section with a 'Generate Schedule' button and a table of scheduled items with columns for Item Code, Item Name, Scheduled Date, Sales Person, and a status icon.

Item Code	Item Name	Start Date	End Date	Periodicity
1	ETL-ART-2019-00...	01-10-2019	30-09-2020	Monthly

Item Code	Item Name	Scheduled Date	Sales Person
1	ETL-ART-2019-00...	01-10-2019	Lucas
2	ETL-ART-2019-00...	01-10-2019	Lucas
3	ETL-ART-2019-00...	30-12-2019	Lucas
4	ETL-ART-2019-00...	29-01-2020	Lucas

On-The-Fly Customizations

Create your own SaaS help desk software. Map your most important data by adding custom fields in your forms. Customize form behavior by auto-fetching values, hide fields based on user roles, and create custom print formats – all without a single line of code.

Scheduling Maintenance Visits

Using the Maintenance Schedule feature, you can avoid missing service maintenance visits. Log the employee and work done in each visit and capture customer feedback, all with a single click.

The screenshot shows a 'Customize Form' interface. At the top, there are buttons for 'Refresh Form', 'Reset to default', 'Set Permissions', and 'Export Customizations'. The main section is titled 'Form Type' and includes a dropdown menu for 'Service Level Agreement'. Below this, there are sections for 'Change Label and Custom Translations', 'Default Print Format', 'Use Attachments', and 'Search Fields'. The 'Search Fields' section includes a list of fields with checkboxes for 'Hide Copy', 'In Table', 'Quick Entry', 'Track Changes', 'Track View', 'Allow Auto Repeat', and 'Allow Import into Data Import Tool'. The bottom section shows 'Sort Field' and 'Sort Order' options.