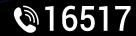
SUPPORT TICKETING SYSTEM



PERFORM ALL THE ACTIVITIES PRECISELY WITH CLEAR ANALYTICS OF CUSTOMER QUERIES, COMPLAINTS FROM A CENTRALIZED TICKETING SOLUTION

Provides in depth & graphical analysis of tickets which will represent the number of tickets solved, unsolved and level wise performance

www.prismerp.net/solutions/support-ticketing-system/



CORE FEATURES



Ticket Outline

Ticket Levels

Customer Service Provider

Support Tickets

Suspended Ticket Trends

Party Contact Information

Ticket Status

Closed & Resolved Tickets

Ticket Trends

Ticket Templates

Email Synchronization

Support Ticket Conversations

Multi Department Ticketing

Internal Ticket Management

Customer Portals

REPORTS AND ANALYTICS



Internal & External tickets

Level wise agents

Time based Level wise Escalation

Specific tickets list (CC, BCC for ticket copy)

Suspended List for unauthorized emails

Attachment for Tickets

Support Ticket Analytics

ANALYTICS FOR MANAGEMENT TEAM



Level Wise Unresolved tickets

Daily Ticket Trends

Ticket volume trends

Level wise performance

MONTHLY SNAPSHOTS



Total Created

Total Resolved/Closed, Backlog,

Average First reply,

Average Resolved Time,

Time Base Resolved in Tickets







