


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

 **16517**

[www.prismERP.net/solutions/support-ticketing-system/](http://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