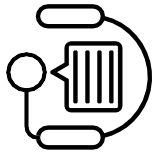# SMART DESK

AN ITSM TOOL

Smart Desk is a custom-made ticketing solution on Azure. Purpose of this app is to give the ability to end users to raise the tickets related to their operational issues for i.e. Software, hardware, Repair & Maintenance etc., operate effortlessly within Microsoft Teams, leveraging its familiar interface to streamline operations across multiple departments. Gain valuable insights and drive informed decisions with Smart Desk's robust ticketing capabilities, optimizing business performance.

01 – Automated Ticketing

Seva Desk automates the process of creating, assigning, and tracking support tickets, significantly reducing the workload of employees. This automation ensures efficient handling of requests and frees up time for other critical tasks

02 – Seamless Collaboration

Built on Microsoft Teams, Seva Desk facilitates seamless collaboration among team members. It allows real-time communication, file sharing, and task management within a familiar Office 365 environment, enhancing team productivity.

03 – Insights and Reporting

Seva Desk provides detailed insights and reporting capabilities on support requests. Managers can analyze trends, monitor performance metrics, and make informed decisions based on real-time data, optimizing resource allocation and operational efficiency.

04 – Customization

Built on Microsoft Teams, Seva Desk facilitates seamless collaboration among team members. It allows real-time communication, file sharing, and task management within a familiar Office 365 environment, enhancing team productivity.

05 – Cost Efficiency

By automating processes, improving collaboration, and providing robust reporting, Seva Desk helps organizations achieve cost savings. It minimizes the need for additional hiring, reduces overtime expenses, and eliminates inefficiencies, ultimately contributing to improved financial performance.

Why C3IT's Smart Desk

Smart Desk empowers end users to raise tickets related to operational issues by operating seamlessly within Microsoft Teams, it leverages the familiar interface to streamline operations across multiple departments. Additionally, Smart Desk provides robust ticketing capabilities, enabling better collaboration, organization, and efficiency. It ensures that requests don't fall through the cracks and allows users to gain valuable insights for informed decision-making

Smart Desk is hosted on Microsoft Azure and can be used on any device within Microsoft Teams with a basic O365/M365 Teams F SKU and users can raise, reopen, and reassign tickets within Teams through Smart Desk. Your existing Azure Subscription can be used for this or else we offer it clubbed as a service, however please note, all of this is offered free of cost in this offer.

Smart Desk offers Create Ticket, notify, collaborate, resolving tickets, Evidence attachment, escalations, complete Ticket Resolution using Microsoft Teams as the delivery vehicle. Reach, engage and align your workforce with this mobile-first flexible platform.

600+ employees

1000+ projects

300K+ Cloud Users

3M+ man-hours delivered