

TICKHELP



POWERING TRANSFORMATION

TICKHELP

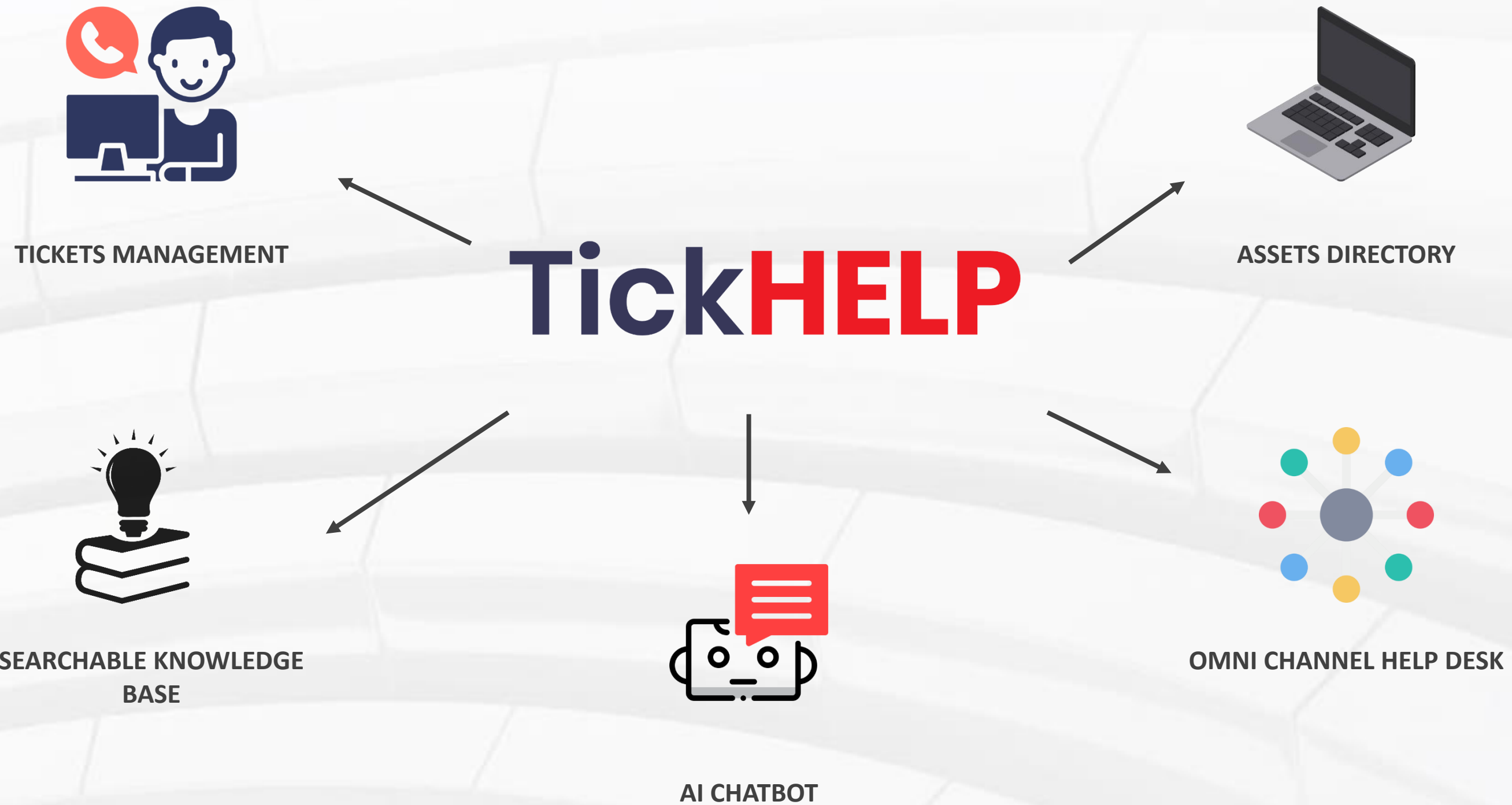
TICKETING HELPDESK APPLICATION



TABLE OF CONTENT

- Overview
- Main Users
- Main Modules
- Delivery Options
- Demo

OVERVIEW



MAIN USERS



EMPLOYEE



TECHNICIAN



ADMINISTRATOR

MAIN MODULES



Ticket Management



Knowledge Base



Ideas



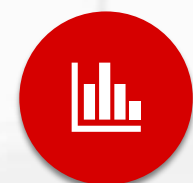
Custom Fields



Assets Directory



Automation Rules



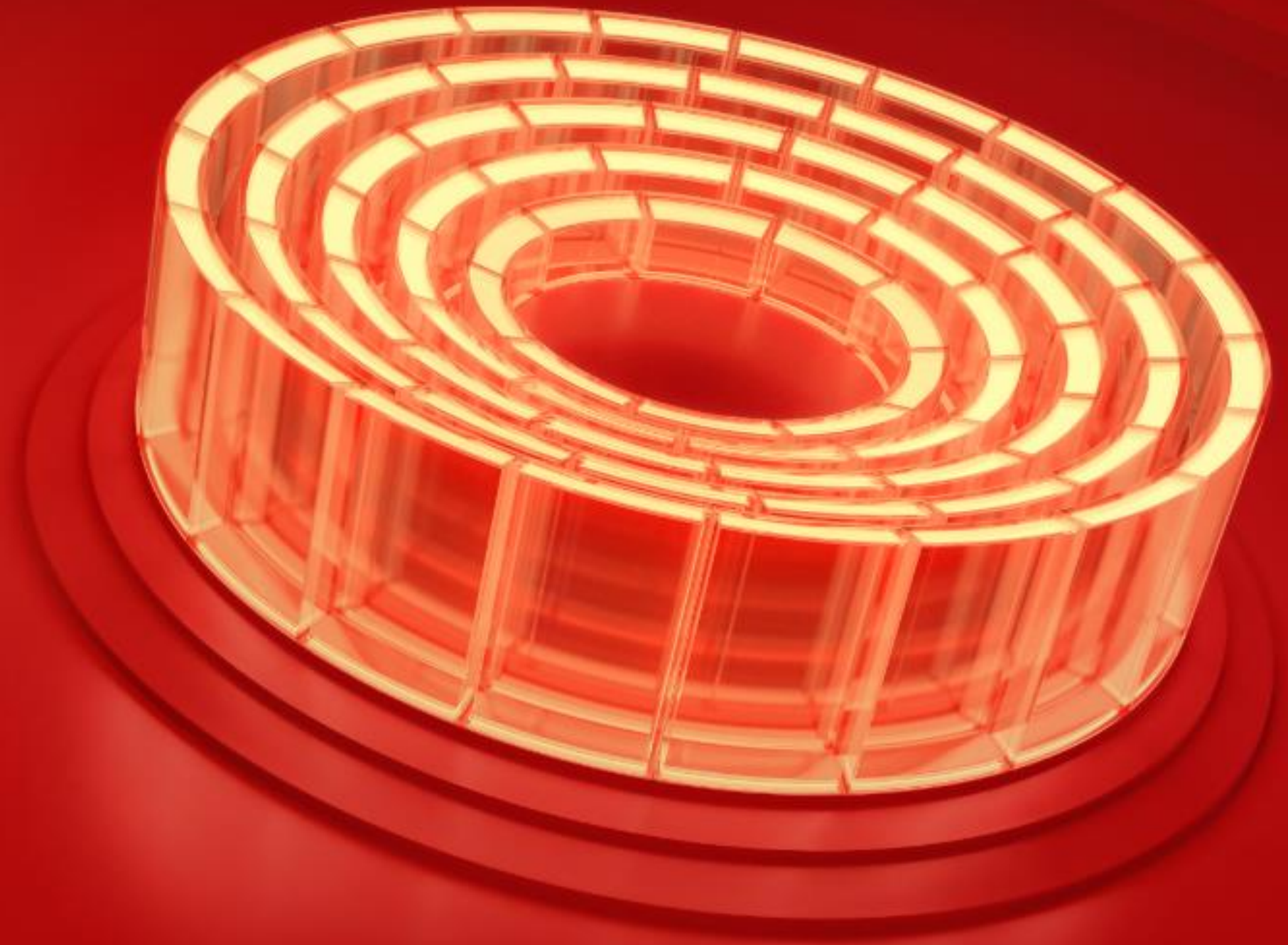
Reports and
Dashboards



Users Management



Integration



TICKHELP IN ACTION

A quick workflow journey through the Tickhelp application.

NEW TICKET

- Request Categorization
- Submission on behalf of others

Tickets/ New ticket search... (or ticket ID)
































Tick Help gb

New ticket



Submit on behalf of another user

(select category) ▾

Subject

B I U  T                              

Ticket details

Submit  capture screen...  attach a file...

TICKET DETAILS

- Ticket Detailed Info
- History
- Time Tracking
- Different Actions


Tick
Help
gb

Tickets / view + New ticket

Reply
Re-open
More... ▾


Test Ticket

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.



m028t0259_a_co-


Reply...



rawan mohsen

Test

3/4/2024 3:03 PM



admin

The priority has been changed: Normal » Normal

2/5/2024 10:13 AM

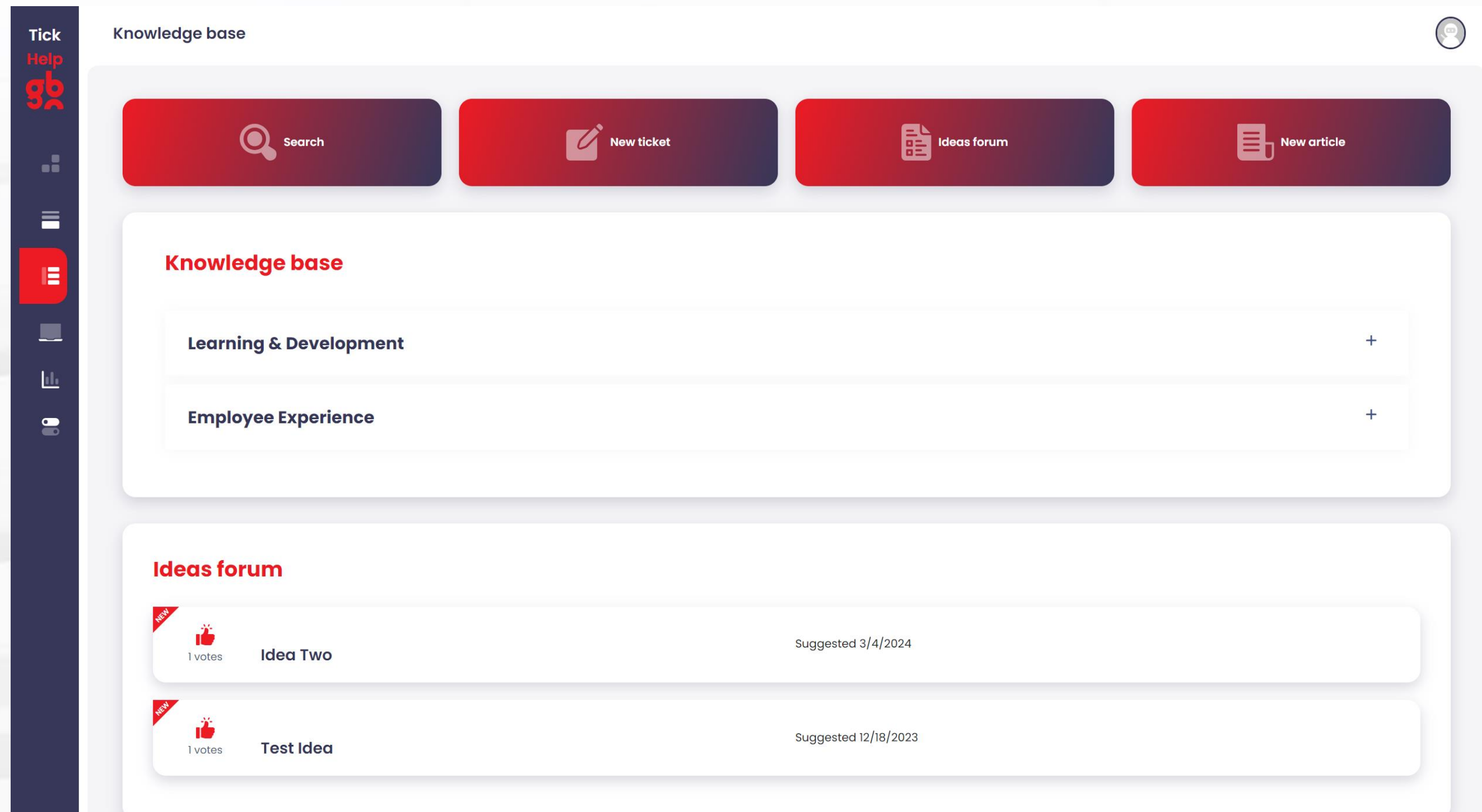
DETAILS

#55 **Closed** upd by cust x

Priority:	Normal	⋮
Category:	Administration / Accommodation Inquiry	⋮
From:	fatmazayed@gmail.com	⋮
Via:	WebApp	⋮
Assigned to:	admin	⋮
Date:	12/18/2023 12:14 PM	⋮
Due:		⋮
Time spent:	00:00:58 <small>⌘</small>	⋮
Start date:		⋮
Close Date:	1/16/2024 3:11 PM	⋮
Recurring:	This ticket is not recurring	⋮
Tags:	<input type="text" value="type a tag..."/>	⋮
Assets:	<input type="text" value="type an asset nam"/>	⋮
Name:	fatmazayed@gmail.com	⋮
user_HR_Code:		⋮
saP_HRCode:		⋮
Email:	fatmazayed@gmail.com	⋮
Title:		⋮
Department:		⋮

KNOWLEDGE BASE

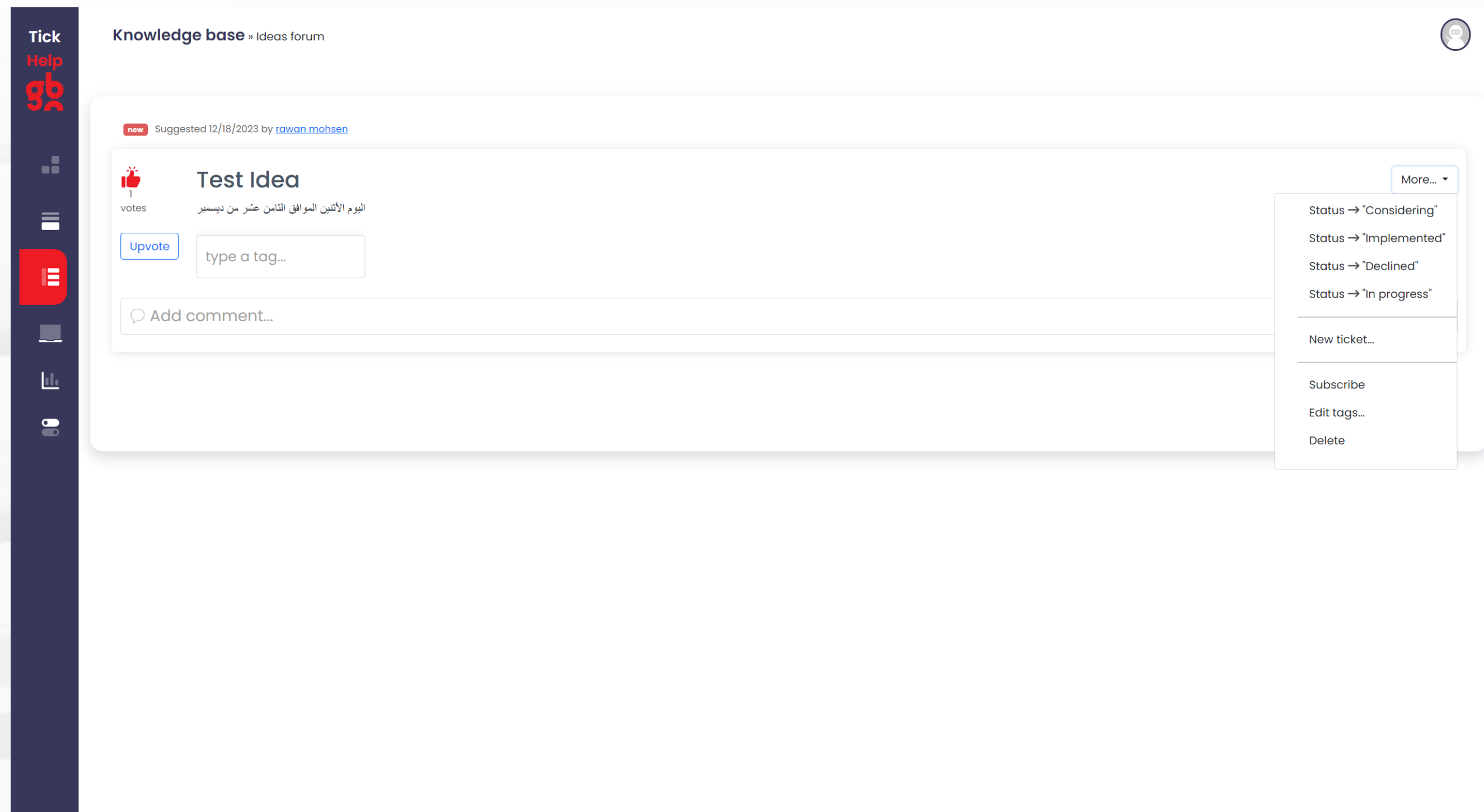
- Categorized Knowledge Base



The screenshot displays a user interface for a Knowledge Base. At the top, there is a navigation bar with the title "Knowledge base" and a user profile icon. Below this, a horizontal row of four red buttons provides primary actions: "Search" (with a magnifying glass icon), "New ticket" (with a pencil icon), "Ideas forum" (with a document icon), and "New article" (with a document icon). The main content area is divided into two sections. The first section, titled "Knowledge base", lists two categories: "Learning & Development" and "Employee Experience", each with a plus sign to its right. The second section, titled "Ideas forum", lists two ideas. The first idea is "Idea Two", marked as "new" with a red tag, has "1 votes", and is "Suggested 3/4/2024". The second idea is "Test Idea", also marked as "new", has "1 votes", and is "Suggested 12/18/2023". On the left side of the interface, a dark blue vertical sidebar contains navigation icons: a "Tick" icon, a "Help" icon, the "gb" logo, a grid icon, a list icon, a document icon, a list icon, and a lock icon.

IDEAS FORUM

- Ideas Sharing
- Ideas Voting



The screenshot displays the 'Ideas forum' page within a 'Knowledge base'. A vertical sidebar on the left contains navigation options: 'Tick', 'Help', and the 'gb' logo, along with several icons for user management and system settings. The main content area features a post titled 'Test Idea' by 'rowan.mohsen', dated 12/18/2023. The post includes a thumbs-up icon, a 'votes' count of 1, and a date in Arabic: 'اليوم الإثنين الموافق الثامن عشر من ديسمبر'. Below the title are an 'Upvote' button and a 'type a tag...' input field. A comment section with the placeholder 'Add comment...' is also visible. On the right side of the post, a 'More...' dropdown menu is open, showing options to change the status to 'Considering', 'Implemented', 'Declined', or 'In progress', as well as 'New ticket...', 'Subscribe', 'Edit tags...', and 'Delete'.

AUTOMATION RULES

- Actions Automation Setting

Tick
Help
gb

Administration » Automation rules » Edit

Rule name (for your convenience)

[Edit description](#)

1. WHEN THIS HAPPENS:

Ticket is created

2. AND all OF THE FOLLOWING CONDITIONS ARE MET

Add some conditions using the "Add" button below (optional)

3. DO THIS

Add some actions using the "Add" button below (required)

Save rule

Add...

Add...

Some example rules:

1. "When a ticket becomes overdue - send an alert to administrator"
2. "When a ticket comes in, and the subject-line contains "XXX" - move the ticket to some category"
3. "When a customer starts a live chat and we haven't responded in 5 minutes - send an auto-reponse"

Testing your rules

Test-run this rule on some ticket (this will execute the rule on a ticket and then transfer you to the ticket page so you can look at the results):

Ticket ID

Test

CUSTOM FIELDS

- Form Customization

Tick
Help
gb



Administration » Custom fields » New



Name:

Issue Start Date

Type:

Date

Used in ticket categories:

ALL categories (recommended)

Show in tickets grid

Everyone

For technicians only

Admins

View: Everyone, Edit: Technicians only

Mandatory

Save

ASSETS DIRECTORY

- Existing Assets Log


Tick HELP

- Dashboard
- Ticketing
- Knowledge Based
- Assets**
- Reports 2
- Administration

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Assets

Ticketing / Ticket details

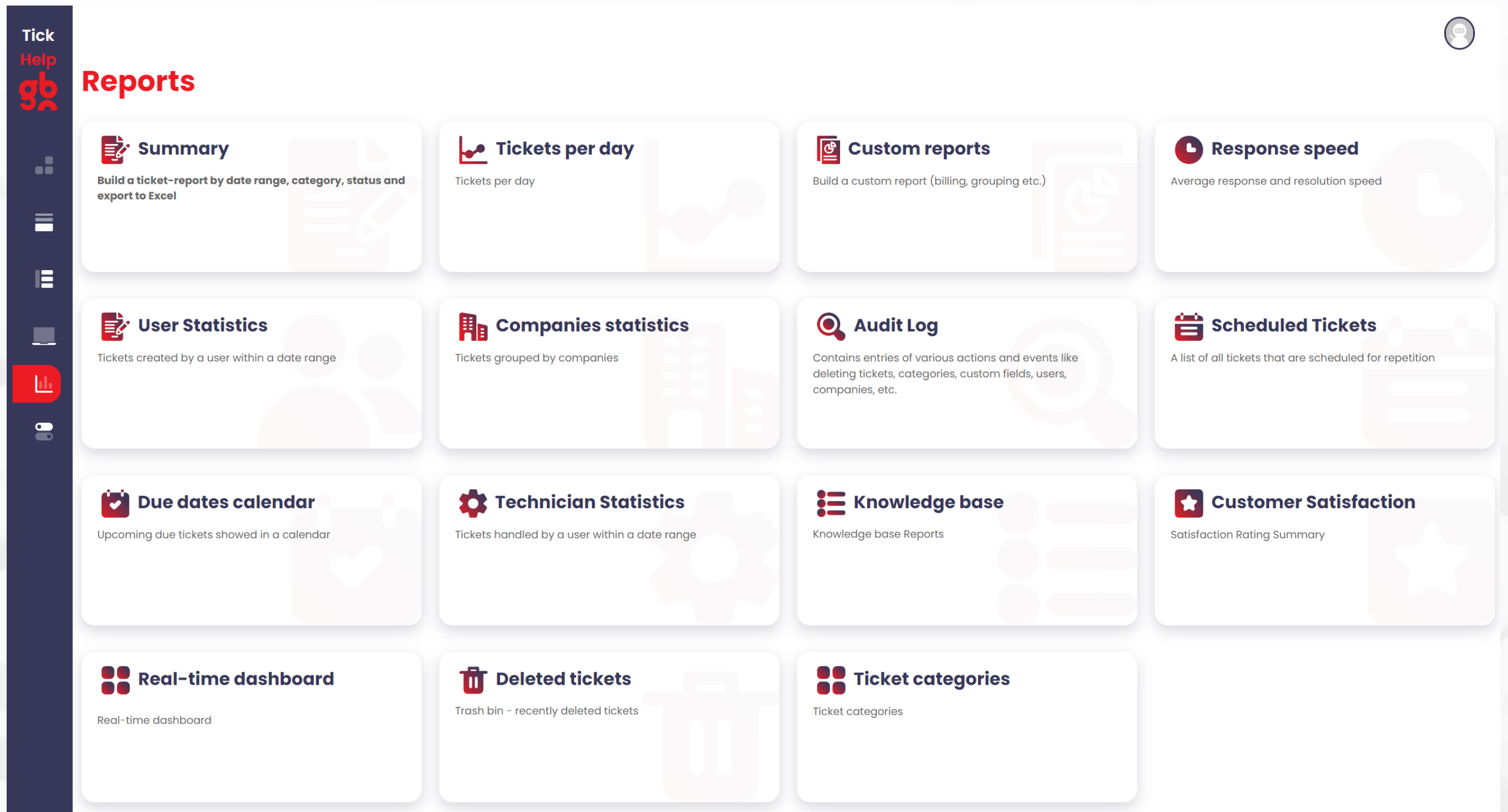
Search 

[+ Asset](#)

ID	SUBJECT	TYPE	MANUFACTURER	SUPPLIER	QUANTITY	SERIAL NUMBER	LOCATION	COMMENTS	USER	COMPAN
<input type="checkbox"/> #134	baky Meeting room	Meeting room	Ribbon	None	1	010202010B9	Cairo office	Comment	Ahmed	Baky
<input type="checkbox"/> #134	baky Meeting room	Meeting room	Ribbon	None	1	010202010B9	Cairo office	Comment	Ahmed	Baky
<input type="checkbox"/> #134	baky Meeting room	Meeting room	Ribbon	None	1	010202010B9	Cairo office	Comment	Ahmed	Baky
<input type="checkbox"/> #134	baky Meeting room	Meeting room	Ribbon	None	1	010202010B9	Cairo office	Comment	Ahmed	Baky
<input type="checkbox"/> #134	baky Meeting room	Meeting room	Ribbon	None	1	010202010B9	Cairo office	Comment	Ahmed	Baky
<input type="checkbox"/> #134	baky Meeting room	Meeting room	Ribbon	None	1	010202010B9	Cairo office	Comment	Ahmed	Baky
<input type="checkbox"/> #134	baky Meeting room	Meeting room	Ribbon	None	1	010202010B9	Cairo office	Comment	Ahmed	Baky

1 - 10 Of 256 Items < 1 2 3 4 5 ... 25 >

REPORTS AND DASHBOARDS



The screenshot displays a web interface for 'Reports and Dashboards'. On the left is a dark blue sidebar with navigation icons: 'Tick Help gb' at the top, followed by a grid icon, a list icon, a calendar icon, a bar chart icon (highlighted in red), a trash icon, and a star icon. The main content area is titled 'Reports' and contains a grid of 13 report cards, each with an icon, title, and brief description:

- Summary**: Build a ticket-report by date range, category, status and export to Excel
- Tickets per day**: Tickets per day
- Custom reports**: Build a custom report (billing, grouping etc.)
- Response speed**: Average response and resolution speed
- User Statistics**: Tickets created by a user within a date range
- Companies statistics**: Tickets grouped by companies
- Audit Log**: Contains entries of various actions and events like deleting tickets, categories, custom fields, users, companies, etc.
- Scheduled Tickets**: A list of all tickets that are scheduled for repetition
- Due dates calendar**: Upcoming due tickets showed in a calendar
- Technician Statistics**: Tickets handled by a user within a date range
- Knowledge base**: Knowledge base Reports
- Customer Satisfaction**: Satisfaction Rating Summary
- Real-time dashboard**: Real-time dashboard
- Deleted tickets**: Trash bin - recently deleted tickets
- Ticket categories**: Ticket categories

REPORTS AND DASHBOARDS

Dashboard

Ticketing

Knowledge Base

Assets

Reports 2

Administration

Summary

Ticketing / Ticket details

+ New Ticket

Select Categories

Select Time

Generate

Export Excel

Options

Categories

Category	Percentage
Azure / infra	35%
Azure / Cloud	30%
MWP / UC	18%
Technical / Bug reports	17%

Status

Status	Percentage
New	35%
In progress	35%
Resolved	30%

Categories

Category	Percentage
Total Tickets	100%
In Progress	18%
Closed	78%

ID	SUBJECT	CREATION DATE	PRIORITY	STATUS	DUE	TECH	DEPARTMENT	UPDATED DATE
#134	Escalation tech ticket	21/11/2021 - 11:35 AM	Normal	In progress	11/12/2021		Web development	21/11/2021 - 10:15 Pm
#134	Escalation tech ticket	21/11/2021 - 11:35 AM	Normal	In progress	11/12/2021		Web development	21/11/2021 - 10:15 Pm
#134	Escalation tech ticket	21/11/2021 - 11:35 AM	Normal	In progress	11/12/2021		Web development	21/11/2021 - 10:15 Pm

INTEGRATION



Active Directory



Email Integration

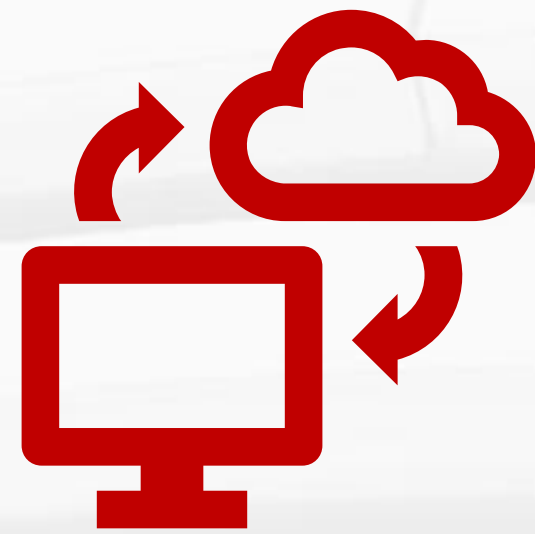


Power BI



Microsoft Teams

DELIVERY OPTIONS



SAAS



ON PREMISES



WORK PROFILE

Triumph stories from our high-quality partners.

 **POWERING
TRANSFORMATION**




HASSAN ALLAM
H O L D I N G


البنك الزراعي المصري
Agricultural Bank of Egypt
Αγροτική τράπεζα της Ελλάδας
بنك مصر الزراعي


مصر للتأمين
MISR INSURANCE

H O L D I N G
HASSAN ALLAM

MISR INSURANCE
مصر للتأمين


العجو
El-Ajou
H O L D I N G
El-Ajou
بنك مصر الزراعي

YOUSSEF
+ PARTNERS
+ ПАРТНЕРС

TICKHELP DEMO

Let's explore a live demonstration to learn more about Tickhelp ticketing system and discover its features and capabilities.



THANK YOU



POWERING TRANSFORMATION