TickHELP

GLOBAL BRANDS GROUP

POWERING TRANSFORMATION

TICKHELP

TICKETING HELPDESK APPLICATION

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- Main Modules
- Delivery Options
- Demo

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OVERVIEW

TICKETS MANAGEMENT

ASSETS DIRECTORY

TickHELP

SEARCHABLE KNOWLEDGE BASE

AI CHATBOT

OMNI CHANNEL HELP DESK

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MAIN USERS

EMPLOYEE

TECHNICIAN

ADMINISTRATOR

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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.

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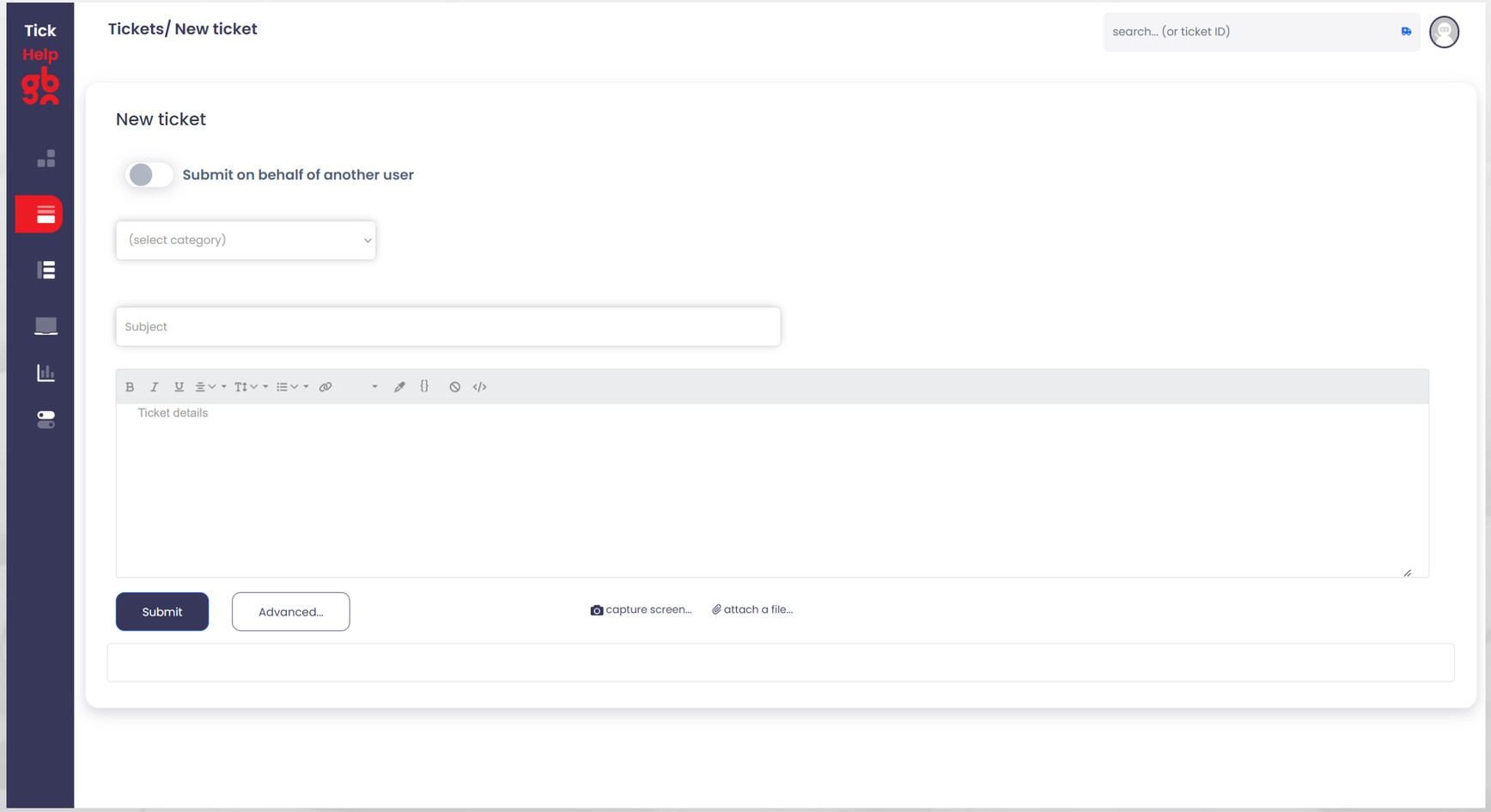
NEW TICKET

- Request Categorization
- Submission on behalf of others



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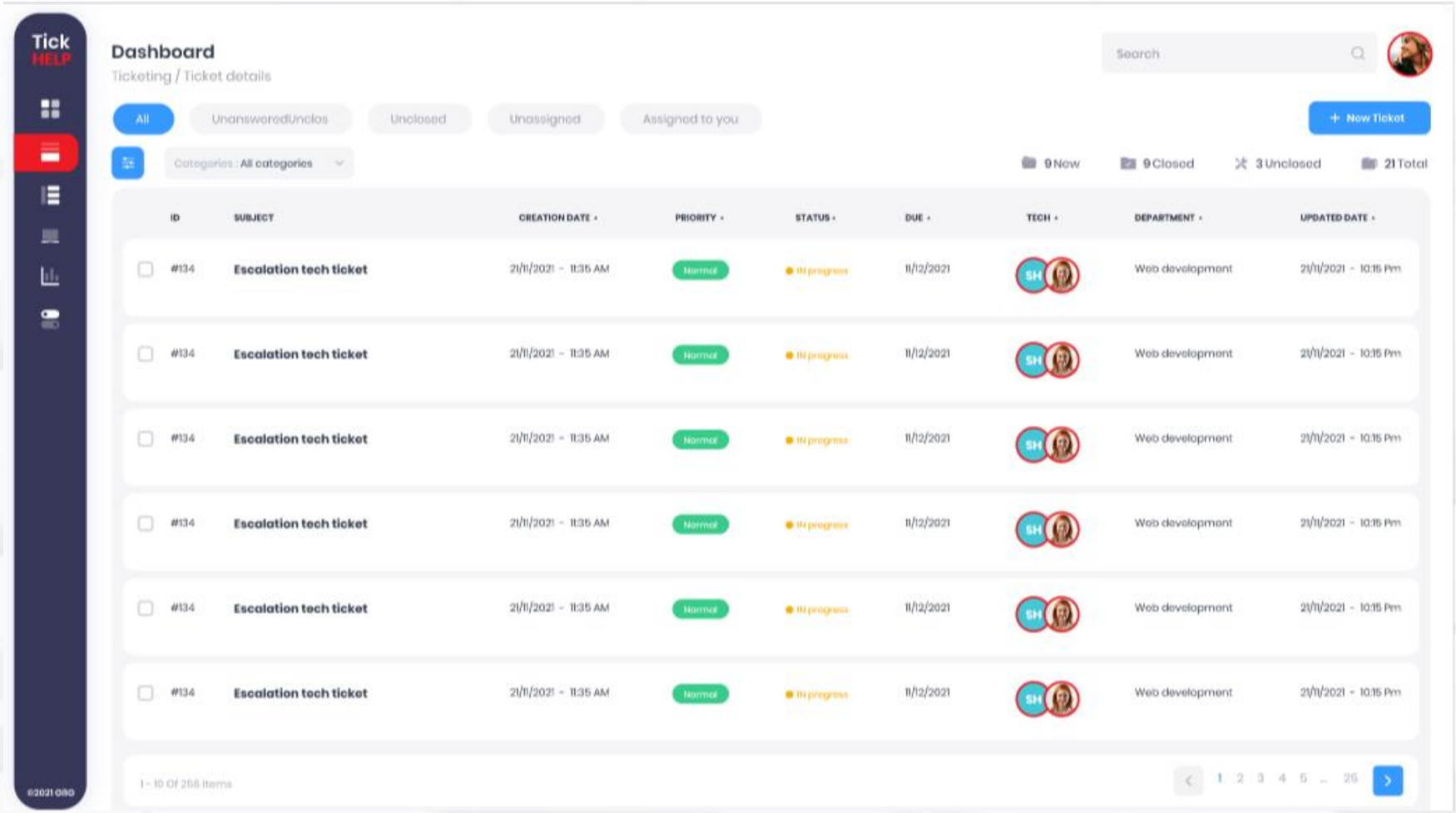
TICKET MANAGEMENT

- Tickets List
- Search



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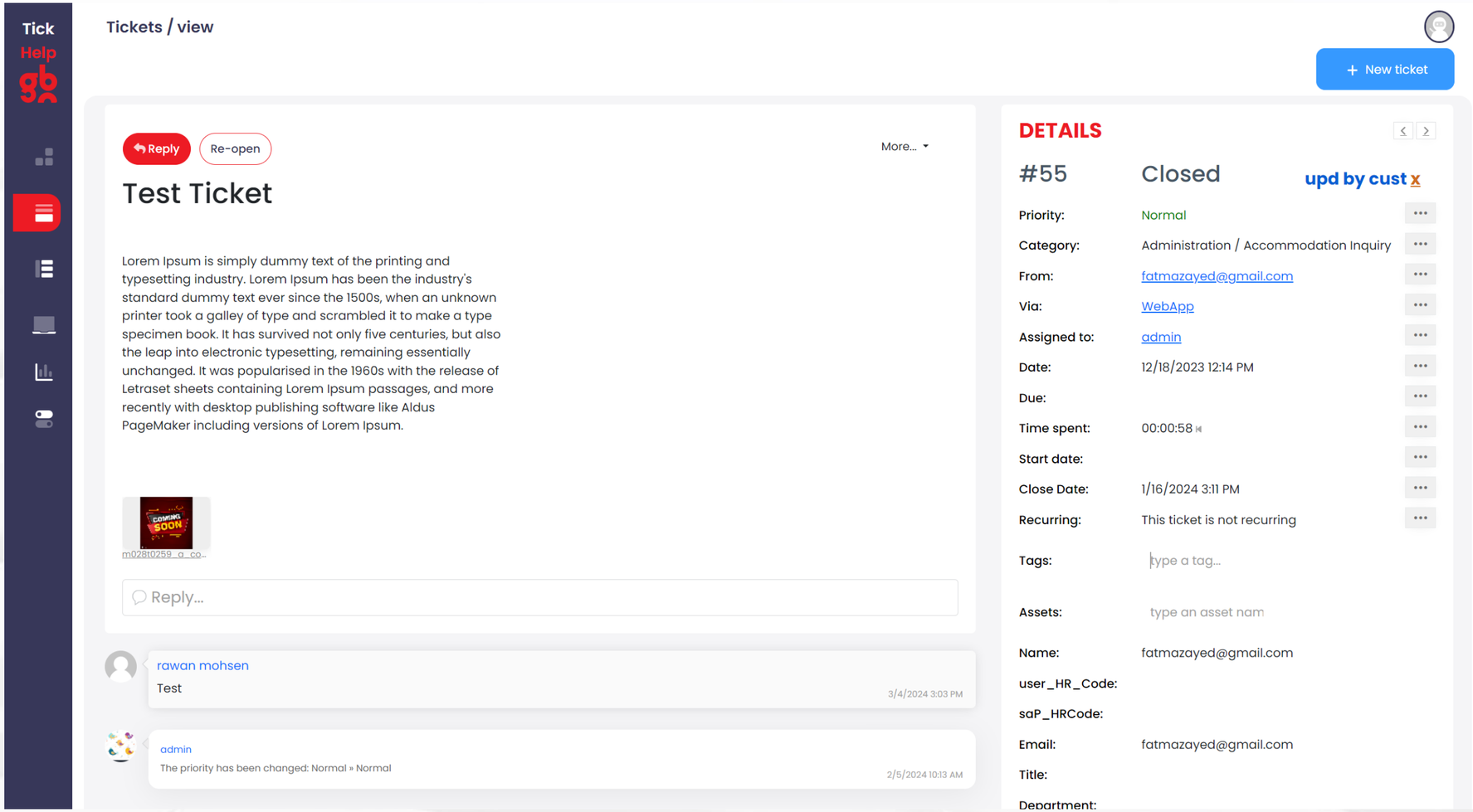
TICKET DETAILS

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



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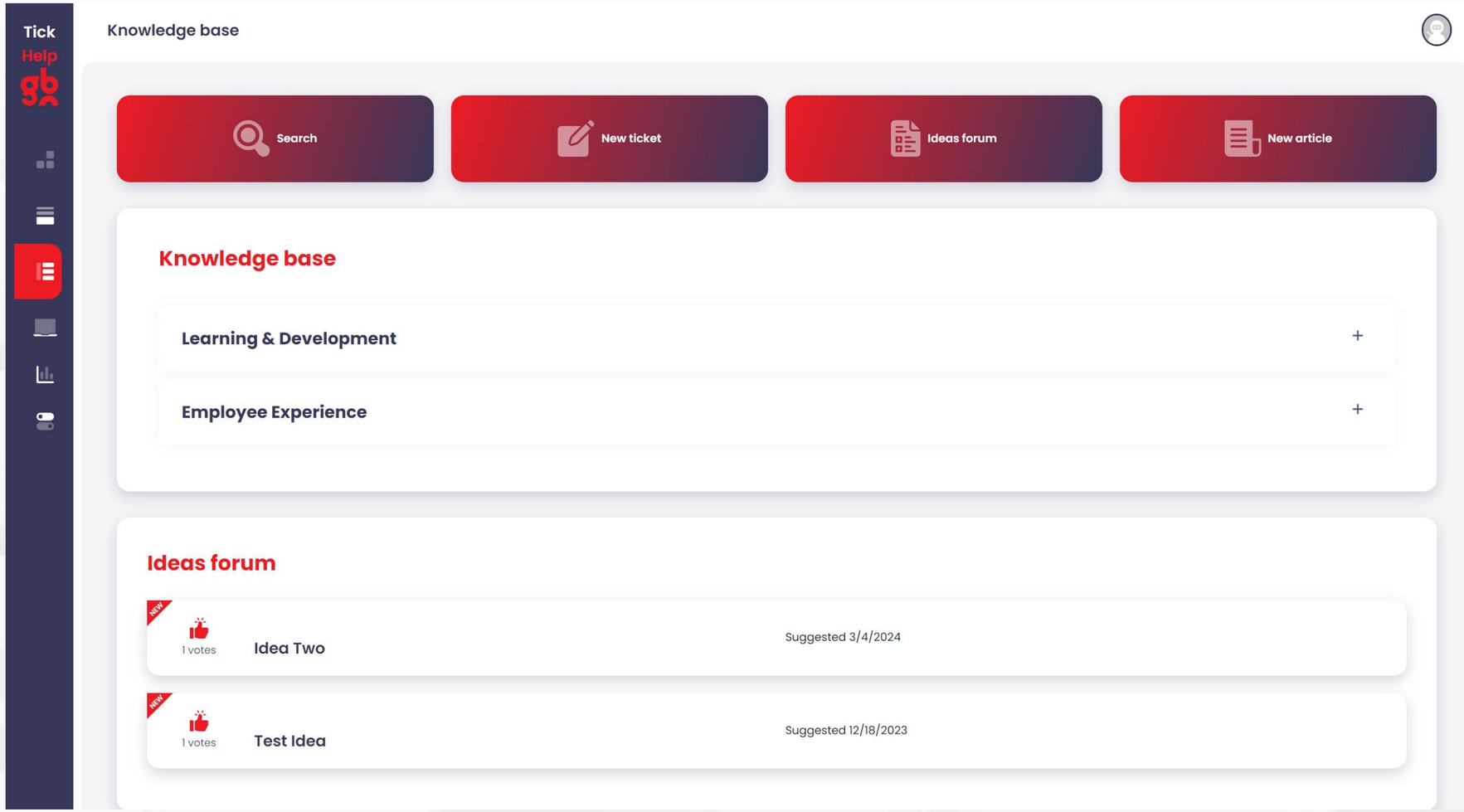
KNOWLEDGE BASE

- Categorized Knowledge Base



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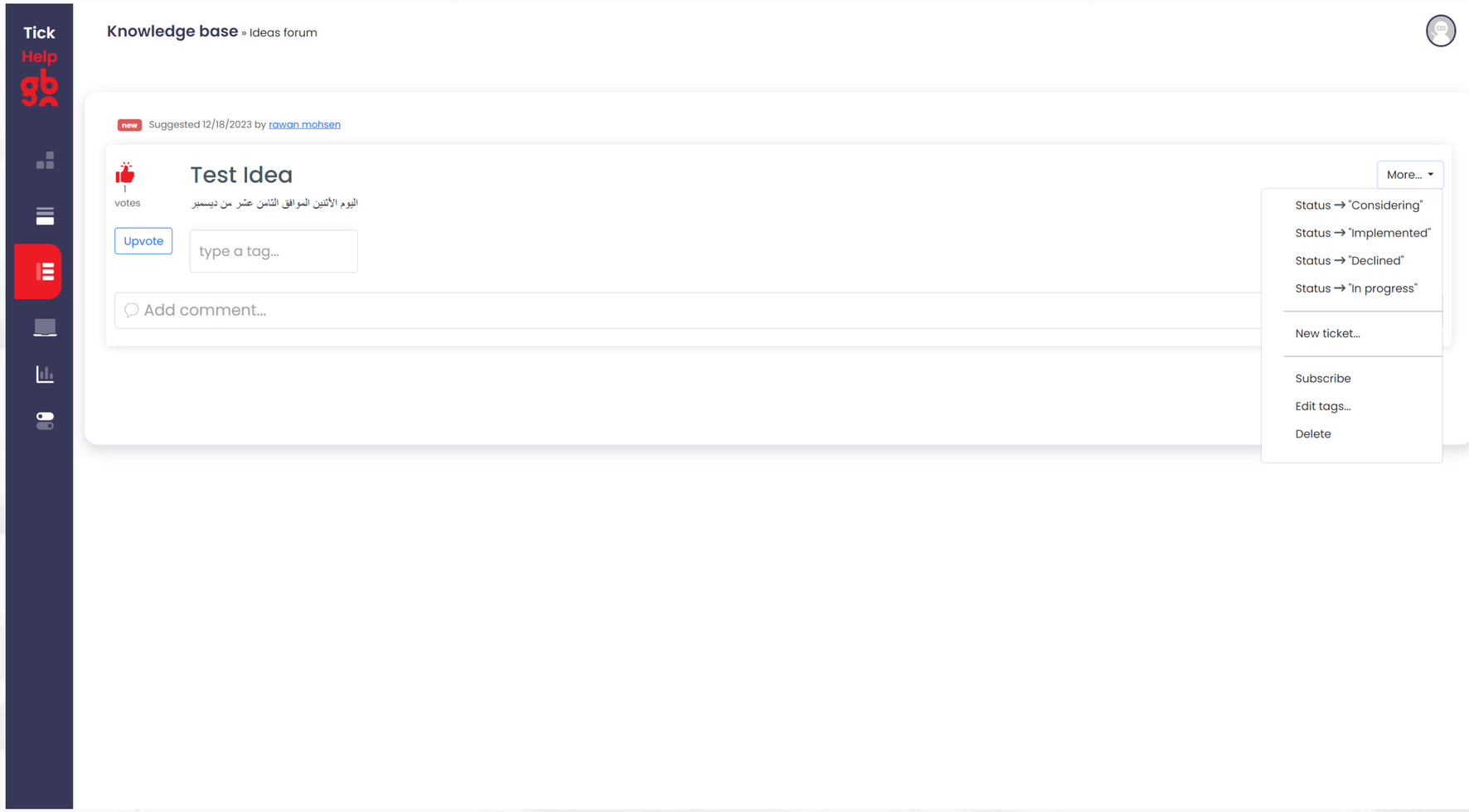
IDEAS FORUM

- Ideas Sharing
- Ideas Voting



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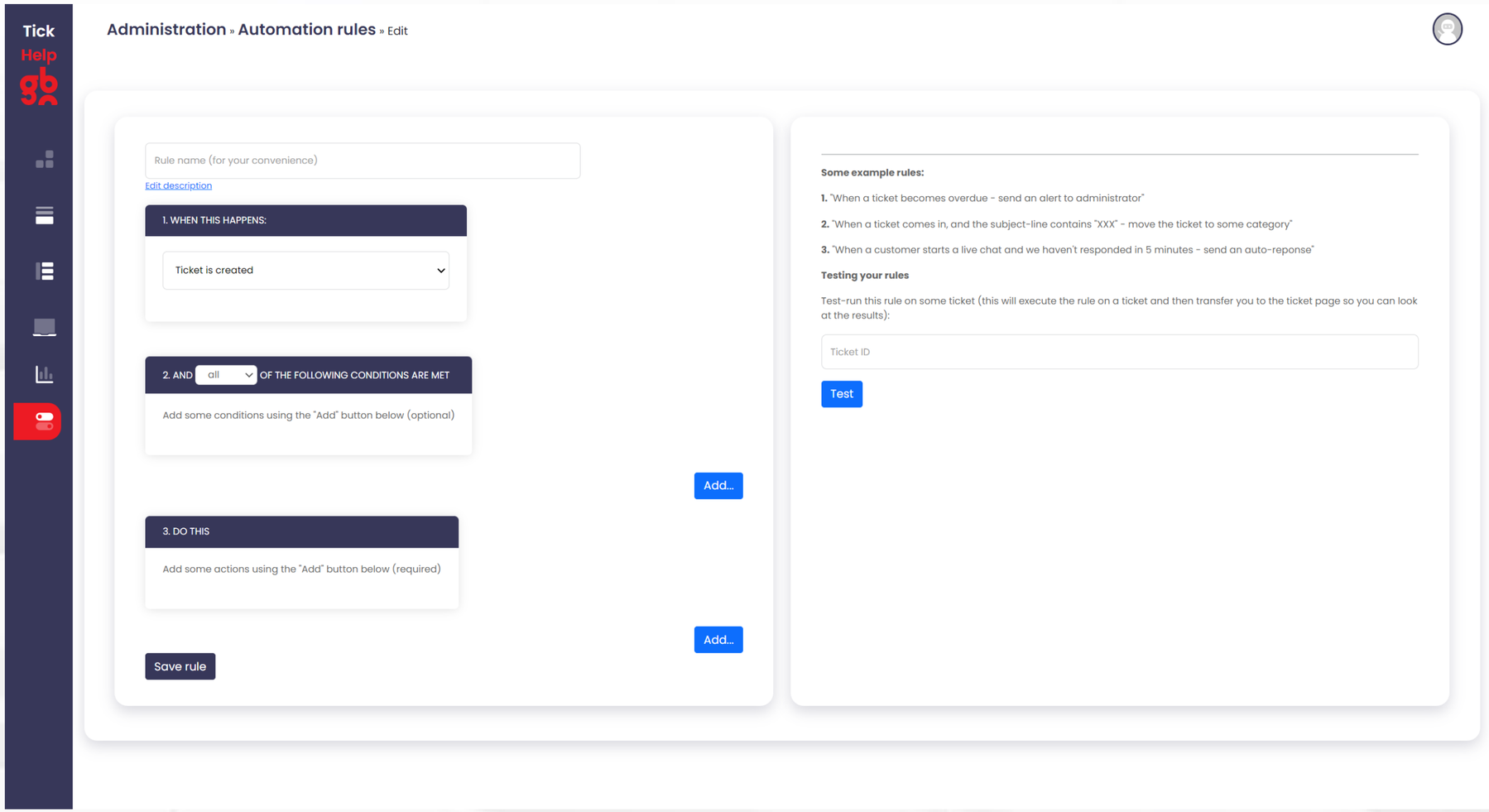
AUTOMATION RULES

- Actions Automation Setting



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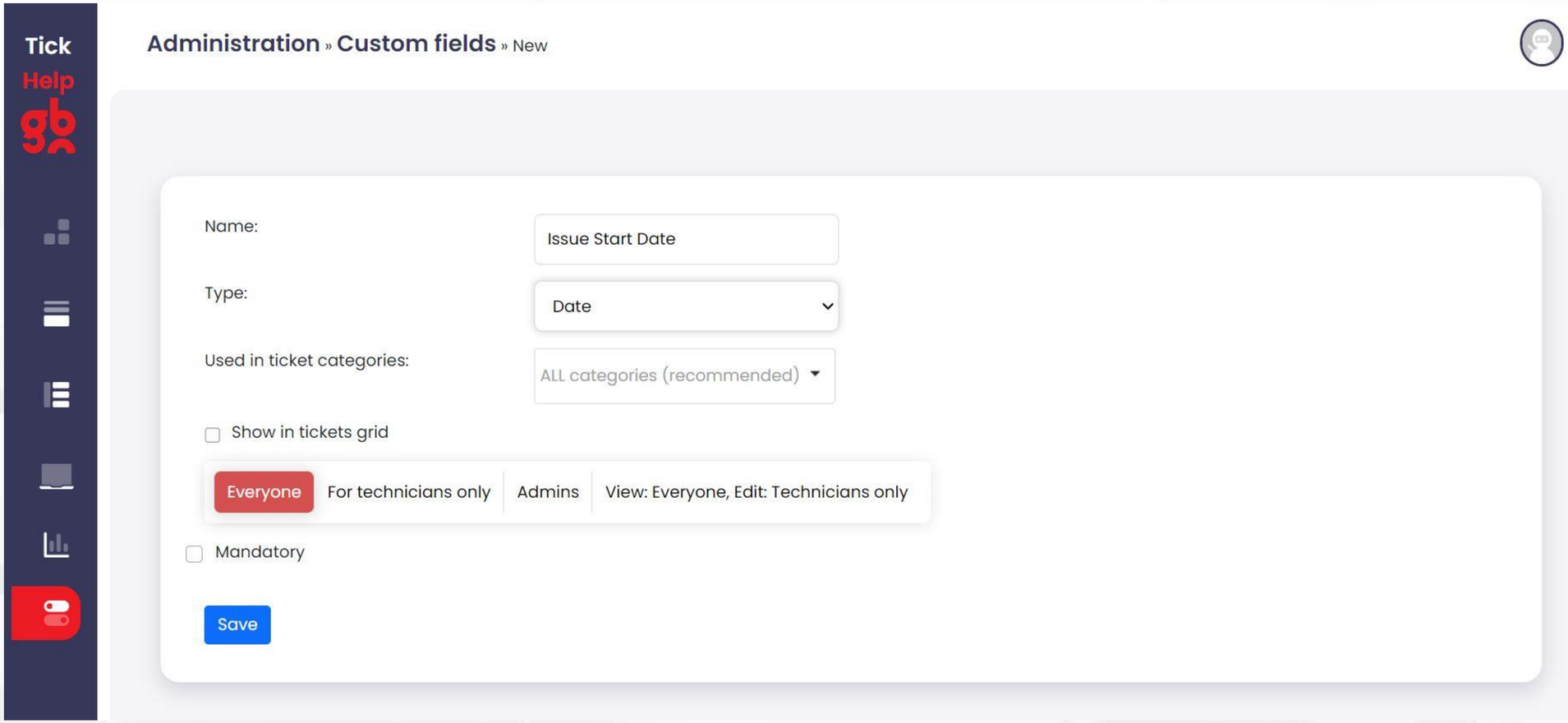
CUSTOM FIELDS

- Form Customization



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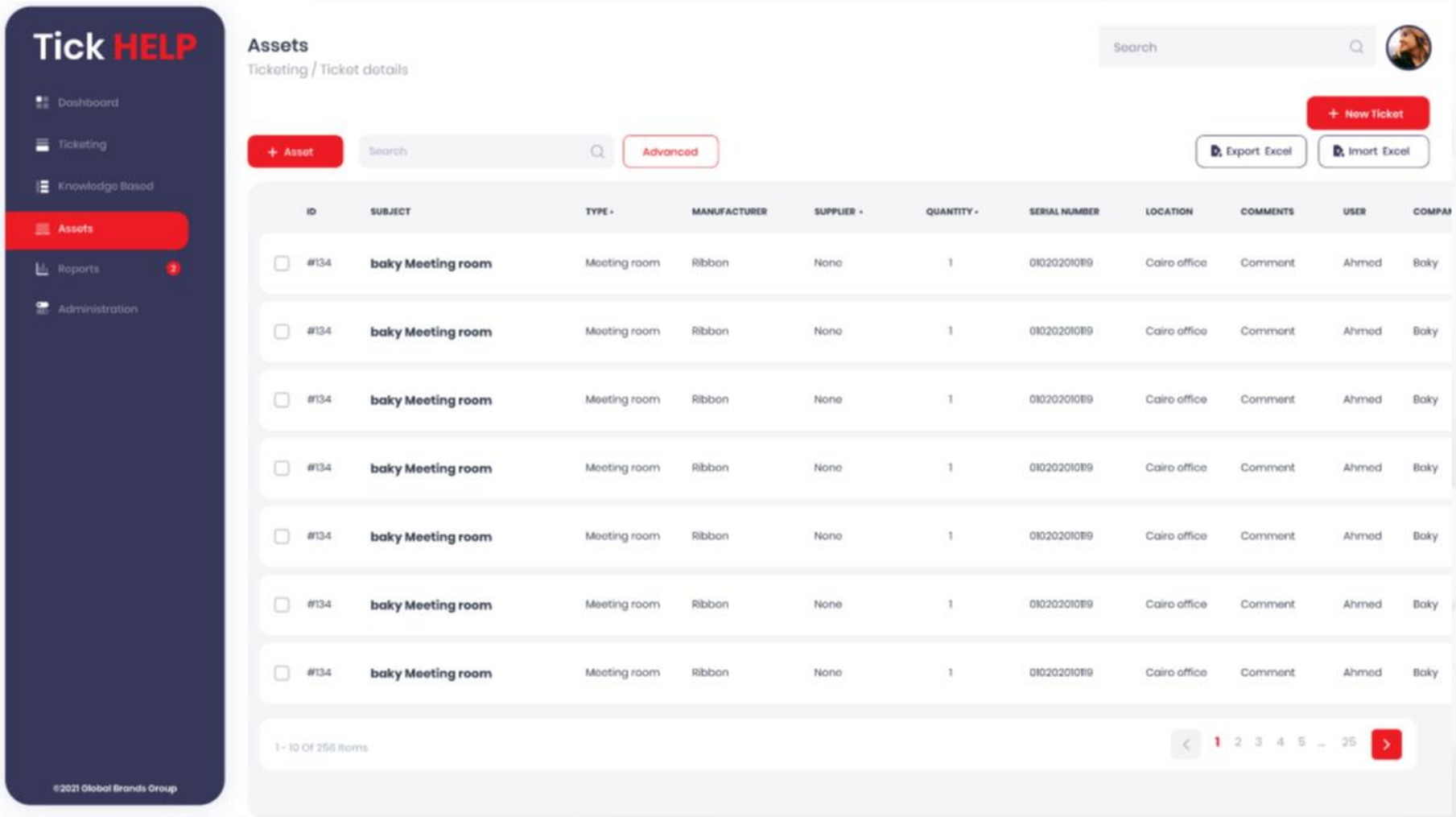
ASSETS DIRECTORY

- Existing Assets Log



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REPORTS AND DASHBOARDS

Tick Help

Reports

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

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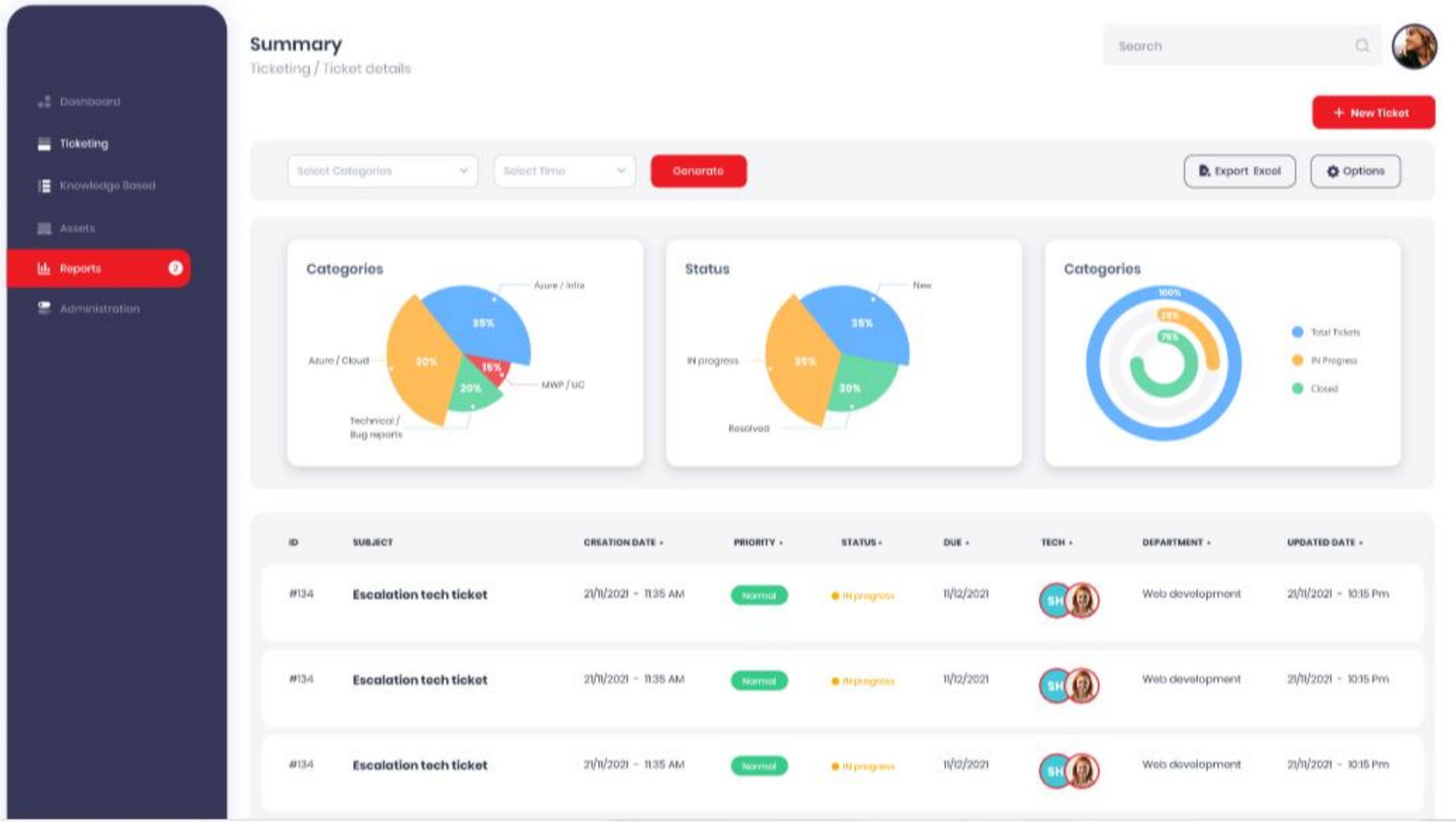
REPORTS AND DASHBOARDS



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INTEGRATION

- Active Directory
- Email Integration
- Power BI
- Microsoft Teams

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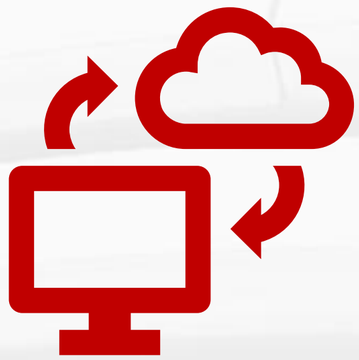
DELIVERY OPTIONS



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WORK PROFILE

Triumph stories from our high-quality partners.

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TICKHELP DEMO

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

THANK YOU

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