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Empower your Team to Deliver Great Service with Ticketing As A Service

A user-friendly solution for users and support team to raise tickets, collaborate, organize and manage tickets all the way to resolution.

14 Jul 2023





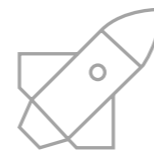
Empower your Support Team to Deliver Great Service to your Internal & External Customers

Without a proper tool, requests to other Teams can easily be forgotten or lost among other tasks, leading to poor service and dissatisfied customers.



Primary challenges

Managing customer inquiries can be cumbersome and time-consuming. Delayed responses and frustrated customers could damage the organization's reputation.



Ideal solution

Agents are automatically notified of any new tickets assigned to them. Customers receive immediate updates whenever there is a progress or resolution on their inquiries. Managers can monitor the overall performance of the team.



Desired outcomes

Your team achieves quicker resolutions and higher customer satisfaction by spending less time on administrative activities and more time on value-added tasks for your customers.



Boost your Team Efficiency and Productivity

Ticketing is a simple yet well-crafted application that transforms the way support teams provide assistance to their customers.

Keeps Records and keeps your Organized

All relevant information, documents and interactions will be stored at the same place which will help organize, catalog and prioritize an important volume of incoming support queries.

Improve Customer Experience

Ticketing As A Service ensures that no customer inquiry is forgotten, enabling faster response and resolution times, and effortlessly providing updates to your customers.

Increase Accountability and Visibility

Improve accountability by assigning tickets to individuals, setting clear deadlines, and tracking their completion.



TeamsWork, Tickets As A Service, and Microsoft Teams

Ticketing App has been designed since inception to leverage Microsoft Teams and its ecosystem. It provides a range of unmatched benefits, including SSO and Chatbot notifications, which enhance team collaboration and efficiency.



Seamless Collaboration

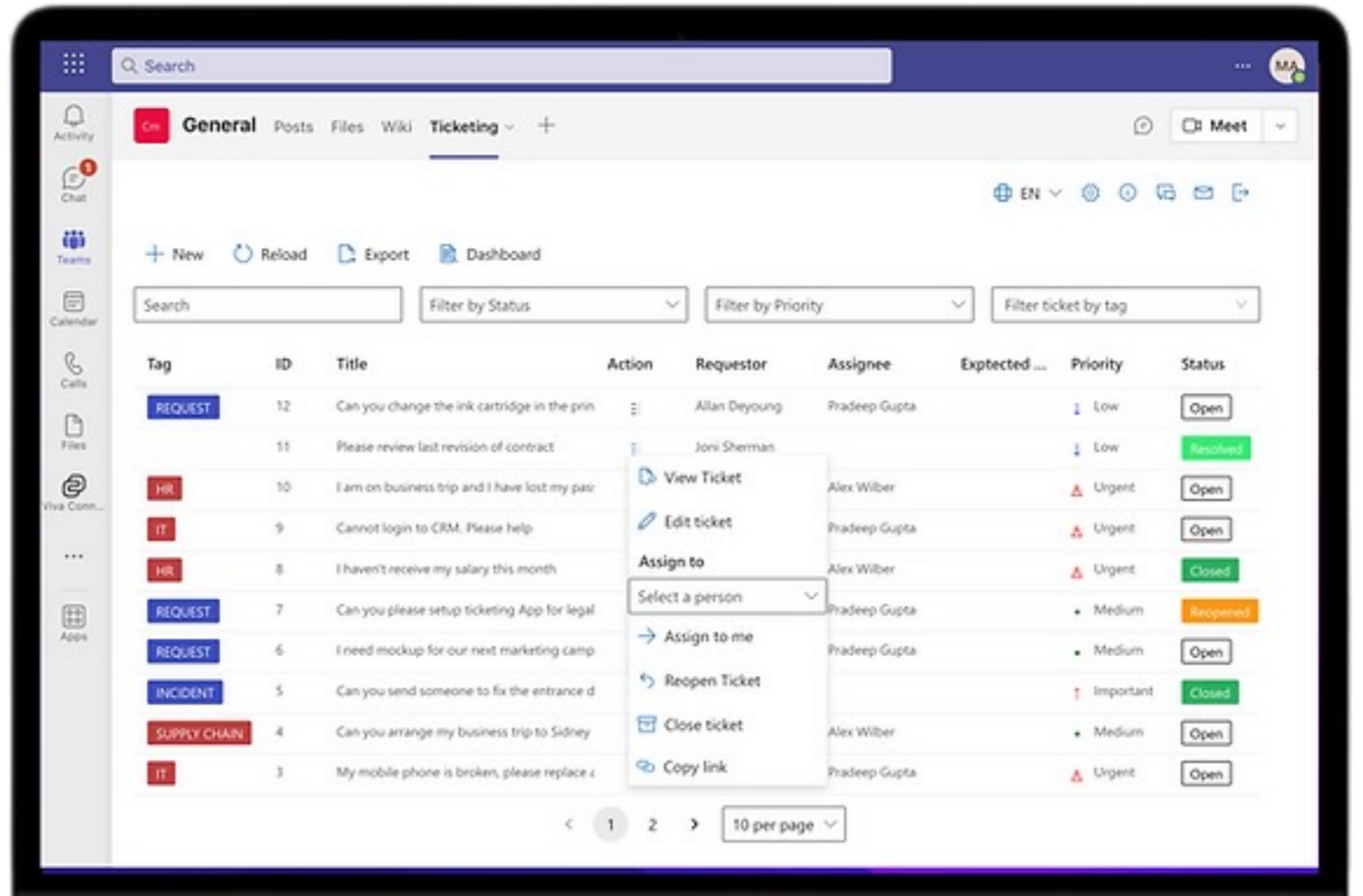
With Ticketing functionality embedded directly within the Teams interface, team members can now easily create, assign, and track tickets.

Real-time Notifications

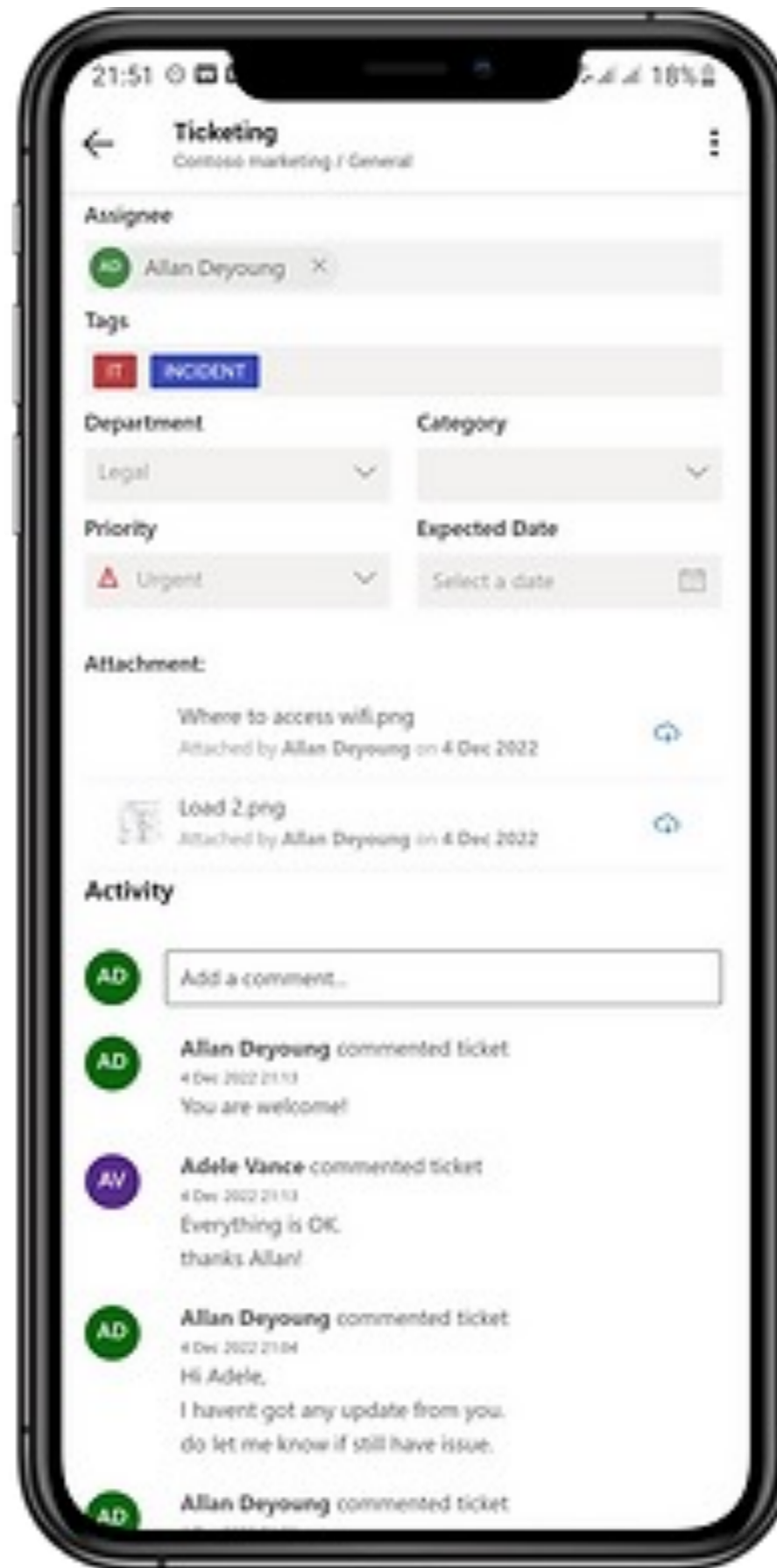
Users are immediately and automatically notified within Teams, which improves communication and leads to faster resolution.

Web, Desktop and Mobile

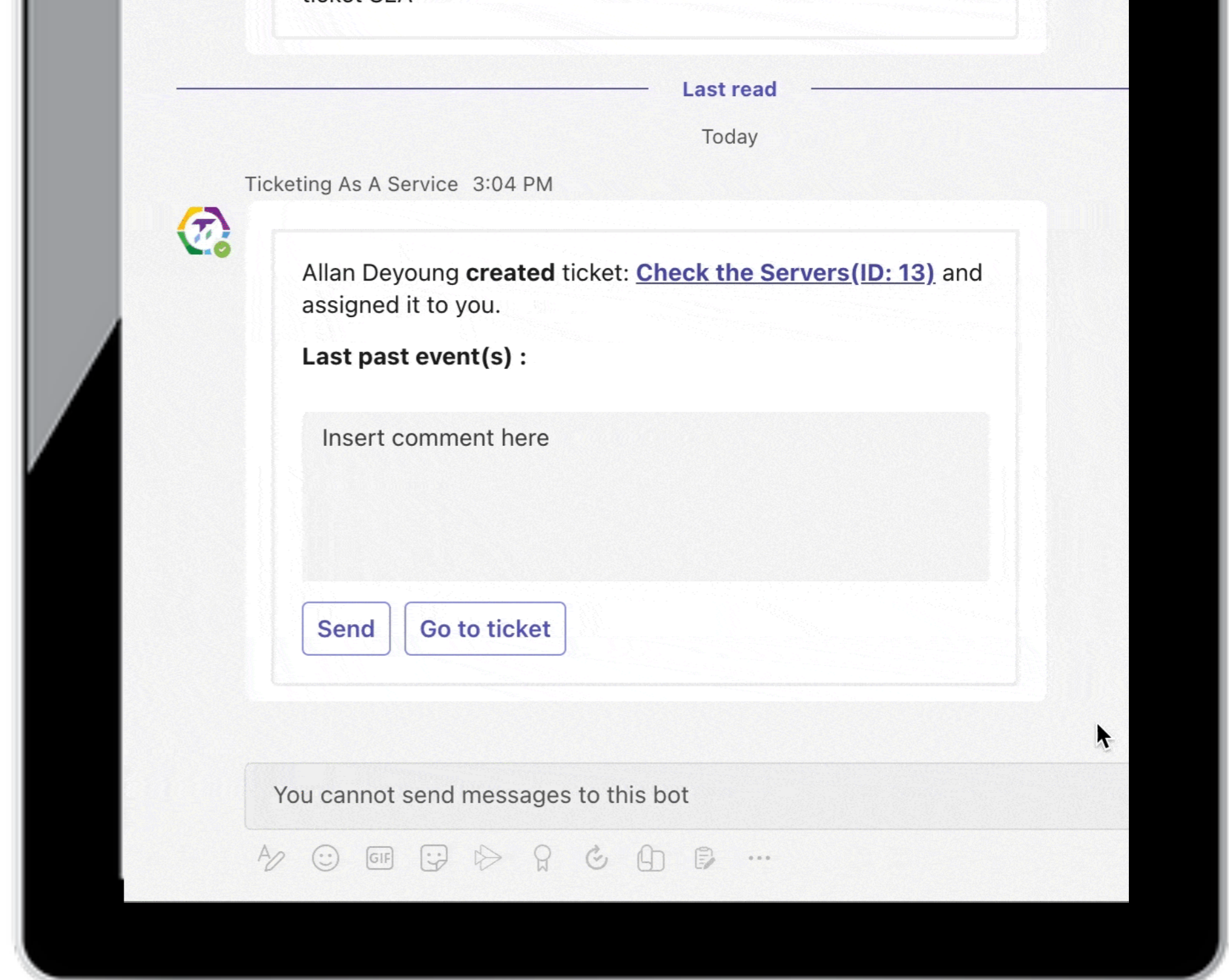
Information and discussions are accessible across devices, promoting continuity, and eliminating any barriers to effective support collaboration.



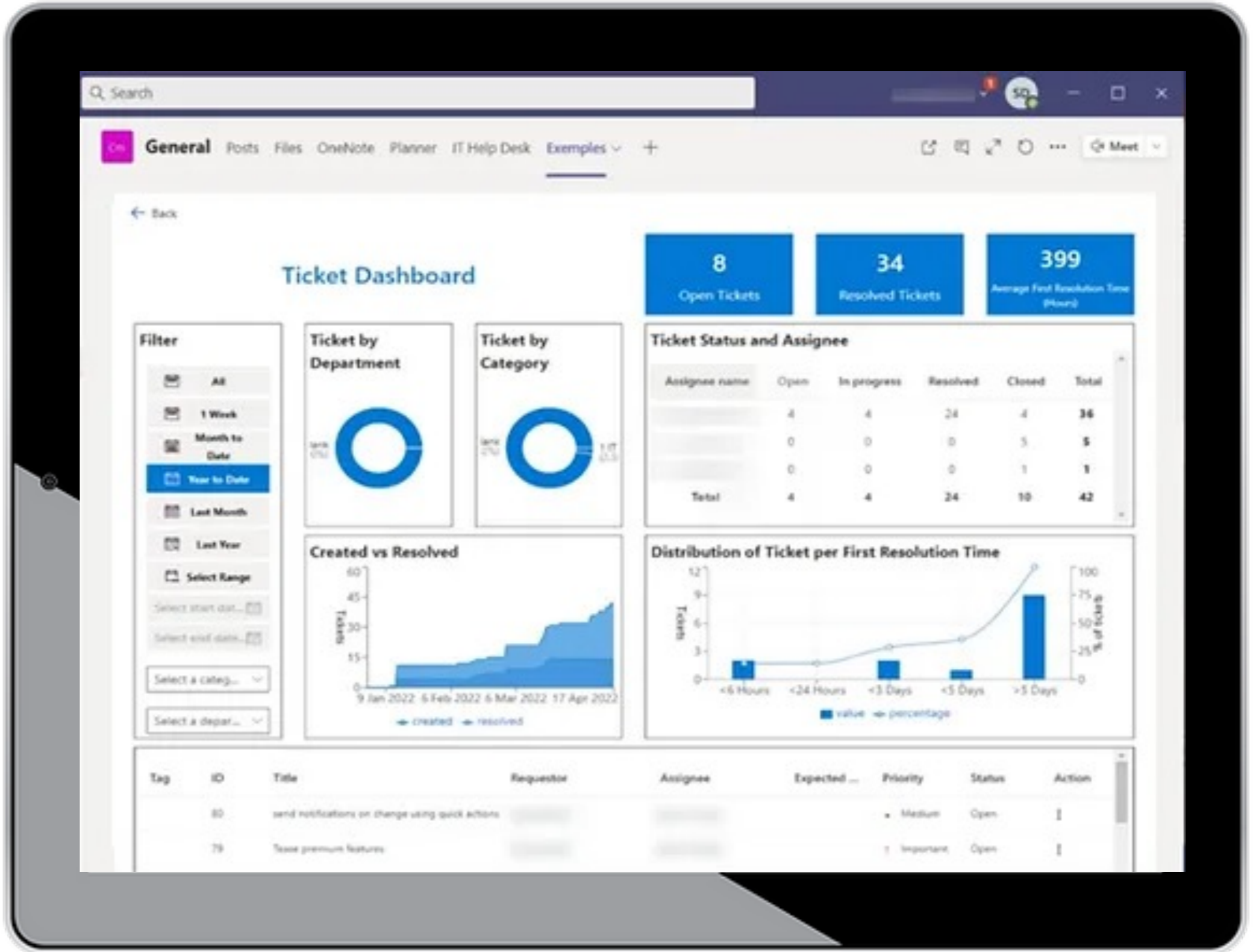
Microsoft Teams Native Development
Easy and Intuitive



Desktop, Web and
Mobile Ready



Real-time Chatbot Notifications for Faster Ticket Resolution



Ready For Data Analytics



Customer success: Ticketing As A Service Transforms SMU Healthcare Customer Support

“The adoption of a Ticketing As A Service has revolutionized SMU Healthcare's customer support journey by successfully transforming support operations, achieving faster response times, improved collaboration, and data-driven decision-making.” – Julien, Director, SMU Healthcare

▶ Improved Response time

Customer inquiries are automatically routed to the appropriate departments and assigned to the right agents. Customers were delighted to receive prompt and personalized assistance.

▶ Seamless Collaboration

Agents can communicate and collaborate on ticket resolutions within the app itself, exchanging information, seeking assistance, and sharing best practices.

▶ Valuable Data and Analytics

We gain insights into customer trends, common issues, and agent performance allowing us to identify areas for improvement, optimize our support processes, and proactively address recurring customer concerns.



Empower your Team to Deliver Great Services

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