Osmosys Ticket365

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The Osmosys - Ticket 365 Application is an easy to use support ticketing system, that works hand in glove with Microsoft D365 and Microsoft Power App Platforms

- **Features**
    - Create new tickets with ease
    - Attach screenshots or documents
    - Define ticket impact for immediate assistance
    - Categorise tickets for easy tracking
    - Quick search
    - Prompt email notifications
    - Export to excel for reporting

- **Benefits**
    - You retain your own knowledge repository
    - Dynamics365 Integrated – No switching of applications
    - Ease of collaboration
    - Comprehensive Dashboard for management

- **Additional Benefits**
    - Change support vendor but retain your knowledge base
    - Can be fully integrated into your own Dynamics 365 solution
    - Or as a stand-alone solution

- **Uses**
    - IT support logging
    - Call Centre call Logging
    - Light Case Management
    - Can be used with other Applications, e.g. Incident Informer, Outlook, D365