Key Features of Requestor

- **Tickets**
  Central management of all customer tickets from various sources and communication channels in an organized ticketing system.

- **Email**
  Automation of email communication linked to tickets, including templates and responses.

- **Users**
  Management of user accounts, roles, and permissions within the system.

- **Productivity**
  Tools and statistics to enhance the efficiency of agents and teams.

- **Security**
  Advanced data security features such as encryption, access protocols, and audit logs.

- **Development**
  A set of tools for developers, including API access, webhooks, and integrations to customize the system or connect it with other applications.

- **Migration**
  Tools for easy data transfer from other systems into Requestor.

- **Knowledge**
  Integrated knowledge base for sharing articles, guides, and answers to frequently asked questions.

- **Customers**
  Management of customer profiles, contacts, and ticket history.

- **Time tracking**
  Tracking time spent on individual tickets or projects.

- **Announcements**
  A feature for sharing internal or external announcements directly in the system.

- **Documents**
  Storing and sharing documents related to tickets or projects.

- **Events**
  Centralized event management in Requestor allows for tracking all user actions, providing data for audits and security verification.

- ✅ **Products**
  Management of products or services that customer tickets may relate to.

- ✅ **Dashboards**
  Clear visual reports for monitoring ticket performance and metrics.

- ✅ **Messenger**
  Internal communication between agents or departments.

- ✅ **Multilingual**
  Support for multiple languages for tickets, emails, and the knowledge base.

- ✅ **Approval**
  Workflow for approving specific tickets.

- ✅ **Portal**
  A self-service portal for customers to submit and track their tickets.

- ✅ **Calendar**
  Integrated calendar for managing ticket-related events and deadlines.

- ✅ **Notes**
  Internal notes visible only to agents.

- ✅ **Appearance**
  Customization of the system's appearance to match corporate identity.

- ✅ **Chat**
  Live chat for instant communication with customers regarding their tickets.

You can always find more information at www.requestor.com.