

iKeep track of your tickets with the *Ticket Management!*

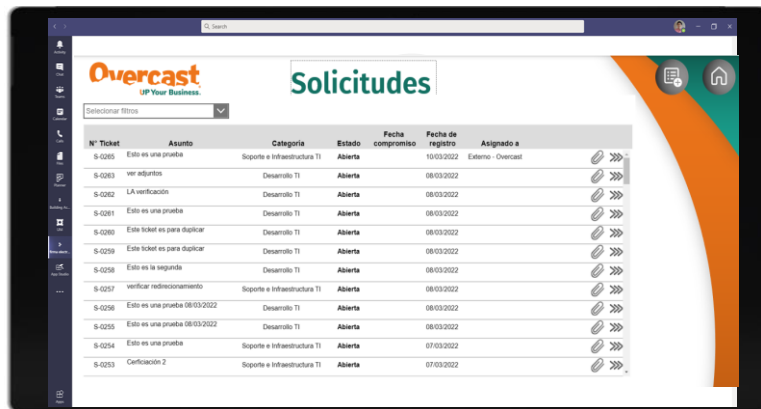
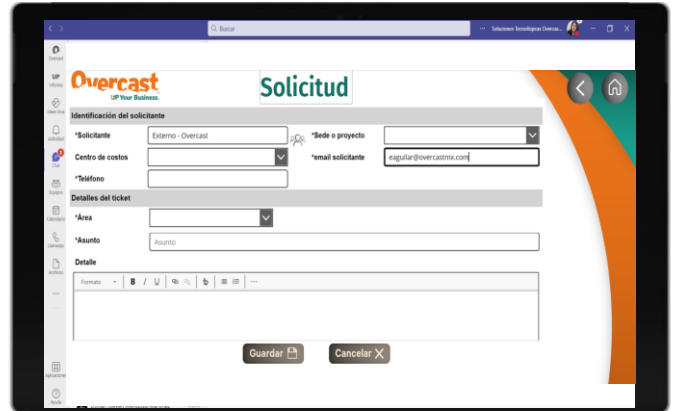
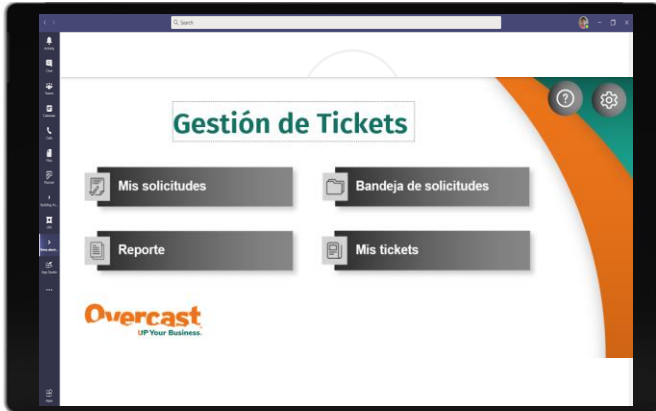
Overcast
Up your business.®

www.overcastmx.com

Generate, receive, manage, solve and centralize all your support tickets in one place.

With **Ticket Management**, employees will have a service and support service, they will be able to register, assign experts and follow up on their reports easily and quickly.

All from TEAMS!



Benefits

- Establish and measure response and solution times
- Notification service
- Self-management
- Control and measure processes
- Generate reports and statistics
- It is customizable to roles such as user, technician and administrator

Overcast accompanies you in the adoption and use of Ticket Management:

- ✓ Customized application to the client.
- ✓ Training in adoption of new technologies.
- ✓ Technical support service.
- ✓ Promotion of correct use with collaborators.
- ✓ Adaptability to mobile devices.



Ticket Management is supported by Microsoft Security Services.



Microsoft

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