

## Ticketing System

### KEY FEATURES

- ❖ Centralized Ticket Management
- ❖ Save Time & Resources
- ❖ Track & Monitor
- ❖ Better Customer Service
- ❖ Reporting & Analytics
- ❖ Flexible Platform
- ❖ Cost Effective

Customer service is a team effort. You can measure your customers' satisfaction and your support team's performance with the help of our ticketing system. You can simplify your IT service management operations and ensure IT professionals spend less time tracking and managing help desk tickets, and instead get back more time for actual IT resolution and end-user support.

The main features of the ticketing software is that it simplifies and automates help desk ticket management. With the help of Web-based service request portal for customers to log tickets, and an intuitive Web-based UI console for IT resources can manage tickets.

- Centralize help desk ticket management – from request creation to resolution
- Save time and resources on manual and repetitive help desk tasks with knowledge repository.
- Track and monitor help desk and technician performance in real time
- Build help desk knowledge repository and promote self-service options for end-users
- Improve operational efficiency of customer service
- Realize higher levels of customer satisfaction

#### Contact Us

To know more about our services:

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**http://prototech.co.in**