

XtraSupport

Service Desk -Help Desk Operation Tool

XtraNet Service Desk supports to route inquiries created through emails, forms and phone calls into simple web-based customer support platform. Customization of lists and forms would be possible which can be added to tickets to enable clients suit their business needs. Configurations would be possible for different departments of an organization and customization of role based access depending upon the roles and responsibilities of users. Tracking and monitoring of requests until their closure and automation in terms of notifications and alerts would be part of package.



Features

- Simple, easy-to-use, multi-user, web-based customer support platform
- Filtering and sorting
- HTML email feature is available. The moment tickets are raised, mail triggers to notify the intended recipient.
- Help Desk software functions include online and email-driven ticketing.
- Configurable Role-based access for different user types that include access rights management features and is scalable to have the ability to apply group policies to permissions management



For more information about Xtrasupport System, visit us at www.xtranetindia.com or write to us at sales@xtranetindia.com

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- Ticket Locking: Lock the Helpdesk ticket anytime for given start and end date time. Unlock feature is also available.
- Auto response: Service Desk lets you define system emails which are automatically sent out in response to specific events.
- Transfer and assignments
- Communication History
- Dedicated panels: Admin panel, agent panel and customer portal are available for dedicated management of master settings, tickets and customers
- Escalation: The ticketing system then tracks progress on problem resolution and includes work allocation, prioritization, and task tracking features to implement team and task management.
- Workflows: Check for system performance limits being breached to head off potential failure is covered through workflows that are configurable.
- Technician and operator availability can be utilized to get an automated task allocation workflow distributing work for you
- The system is built on the Service Desk concept as a single point of contact for a client company to seek support from the service provider.
- Multiple reports for monitoring the helpdesk performance
- Reports can be extracted in excel and pdf options



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XtraNet Technologies Private Limited

XtraNet is a leading service provider in the field of IT & IT enabled services. XtraNet offers wide range of IT services like ERP Implementation & support services, Application Development services, Enterprise Consulting, IT Infrastructure services, Call Center & BPO Services; We have earned reputation for delivering cost effective and quality solutions on time.

Evaluate Our Flexible & Sturdy Business Application

- BPM & Workflow System
- Electronic Document Management System (eDMS)
- HR & Payroll System
- Inventory System
- Accounting System
- eatNstay-HMS (Hotel Management System)
- Shipment Tracking System
- X-Sign – Document Signer

XtraNet Credentials

- CMMI Level-3 Certification
- ISO 9001:2015 Certified
- ISO/IEC 27001:2013 Certified
- ISO/IEC 20000-1:2011 Certified
- NSIC Registered
- Oracle Gold Partner
- Microsoft Gold Partner
- HP Enterprise Gold Partner
- SonicWall Gold Partner

Offices At

Corporate Office

INDIA - Z-24, Zone-1, MP Nagar, Bhopal - 462011 (M.P.), INDIA

☎ +91(0755) 4229295 | 4223295

UAE - 405, Al Khaleej Center, Bur Dubai, P.O. Box 121738, UAE

☎ + 971559532382 | + 97142564884

USA – 8, The Green , Suite #6889, Dover, DE 19901

☎ +302-401-6607

Branch Office

Bhopal – Plot No.-22, Zone-1, MP Nagar, Bhopal - 462011 (M.P.), INDIA

☎ +91(0755) 4229295 | 4223295

NCR Region - House No. 825, Shakti Khand 4, Indrapuram, Ghaziabad

☎ + 917042124794

Mumbai - 1111, The Landmark, Sector - 7, Kharghar, Navi Mumbai -410210

☎ +91-022-20873032

Jaipur - Plot No.-4, Surya Nagar, Benad Road, Jaipur, Rajasthan – 302013

☎ +91-9887626675

Ahmedabad - B-9, Jupiter Towers, Bodakdev Ahmedabad, Gujarat – 380054

☎ +91-99983 30099

Information

info@xtranetindia.com

info@extranet.ae

west-region@xtranetindia.com

Website

www.xtranetindia.com

www.xtranetglobal.com

www.extranet.ae

Sales

sales@xtranetindia.com



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