



# TICKET MANAGEMENT

INTERACTIVE DATA SYSTEMS LIMITED

Configure your thoughts..

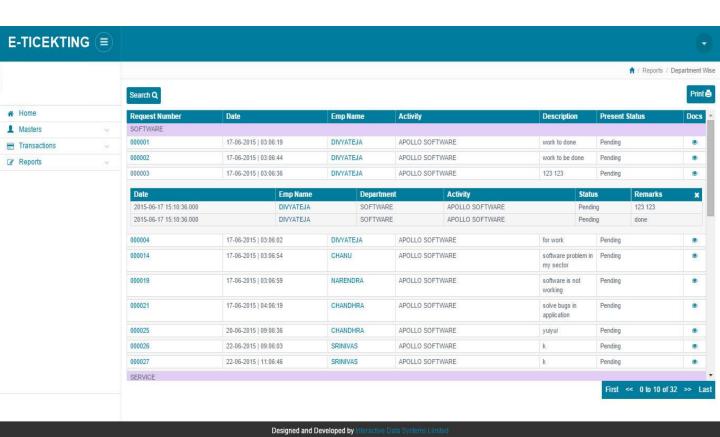
# Ticket Management

Most companies have a ticket system that allows employees to report various issues within the company premises. If there are Problems or Issues in different locations (ground locations, sites, departments) of a Company, the employee in the particular location have an access to raise a ticket regarding the issue to the concerned department or directly to the help desk of the Company.

In most of the ticket management software's available in the market, the ticket are sent through email, where there is no way to make sure that tickets are read by the right person or to check or track whether the problem has been fixed and it can be difficult to manage this pool. I

# How is our Software Different from others?

Ticket Management enables you to handle all your incoming tickets convenient and timely. Employees in the company send the issues in form of tickets which are sent to direct concerned departments in the company and can access them from any location of the company. You can Track Unassigned tickets, Overdue tickets, Closed and Escalated tickets easily and favorable. You arrange Service-Level agreements to ensure that all incoming tickets are resolved within the Allotted Time Limit. Our ticket Management system, is specifically designed by our engineers to organized various issues as they are reported and keeps track of all fixes made, acting also as an Issue Tracking System.



## Ticket Management

#### **Features**

- ✓ Manually Add Ticket
- ✓ View Details about tickets or specific ticket
- ✓ Assign tickets to particular department
- ✓ Reply to tickets
- ✓ Edit, Merge, Delete, Close Ticket
- ✓ Raise old unresolved Ticket to New ticket
- ✓ Sort tickets based on Priority
- ✓ Check the working status of tickets
- ✓ Check the Time Spent on the Ticket



## **ADVANTAGES**



- ✓ View record count.
- ✓ Look for a specific ticket
- Import tickets and Export Tickets
- ✓ Add comments about specific tickets
- ✓ View recently received tickets and recent history
  of a specific ticket
- ✓ Employee Contact Info Display
- ✓ Submit tickets for Approval
- ✓ Look up the account names for specific contacts in the Add Ticket form
- ✓ Add Additional Comments in the particular Ticket



## Ticket Management

## **About IDSL**

Interactive data systems Limited, formerly known as interactive corporation established in 1999 in Hyderabad has 15+ years experience in Industry has more than 800+ clients in India. We are committed to provide End-to-End IT Turnkey solutions and business solutions to various sectors across India.

IDSL is an ISO certified company which has Quality support and service. We offer Quality Assurance solutions at all times which in turn guarantee that the end results are completely as per client expectations. We differentiate ourselves in the marketplace by providing outstanding service, innovation and industry thought leadership. Our deep industry knowledge enables clients to address issues specific to their businesses and our unmatched infrastructure provides the capacity and capability to help ensure we serve our clients extraordinarily well and ensure high-quality, cost-competitive services.

For more information, visit us at www.idsplinfo.in

### **Contact**

To know more about Interactive Ticket Management, Email: <a href="mailto:info@idsplinfo.in">info@idsplinfo.in</a>



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