



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?

Our Ticket Management Software 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 can also 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.

The screenshot displays the E-TICKETING software interface. On the left is a sidebar menu with options: Home, Masters, Transactions, and Reports. The main area shows a search bar and a list of tickets. The tickets are organized into two sections: SOFTWARE and SERVICE. Each ticket row includes columns for Request Number, Date, Emp Name, Activity, Description, Present Status, and Docs. A detailed view of a ticket is shown below the list, with columns for Date, Emp Name, Department, Activity, Status, and Remarks. At the bottom right, there is a pagination control showing 'First << 0 to 10 of 32 >> Last'.

Request Number	Date	Emp Name	Activity	Description	Present Status	Docs
SOFTWARE						
000001	17-06-2015 03:06:19	DIVYATEJA	APOLLO SOFTWARE	work to done	Pending	
000002	17-06-2015 03:06:44	DIVYATEJA	APOLLO SOFTWARE	work to be done	Pending	
000003	17-06-2015 03:06:36	DIVYATEJA	APOLLO SOFTWARE	123 123	Pending	
Detailed View:						
Date	Emp Name	Department	Activity	Status	Remarks	
2015-06-17 15:10:36.000	DIVYATEJA	SOFTWARE	APOLLO SOFTWARE	Pending	123 123	
2015-06-17 15:10:36.000	DIVYATEJA	SOFTWARE	APOLLO SOFTWARE	Pending	done	
000004	17-06-2015 03:06:02	DIVYATEJA	APOLLO SOFTWARE	for work	Pending	
000014	17-06-2015 03:06:54	CHANU	APOLLO SOFTWARE	software problem in my sector	Pending	
000019	17-06-2015 03:06:59	NARENDRA	APOLLO SOFTWARE	software is not working	Pending	
000021	17-06-2015 04:06:19	CHANDHRA	APOLLO SOFTWARE	solve bugs in application	Pending	
000025	20-06-2015 09:06:36	CHANDHRA	APOLLO SOFTWARE	yuiyui	Pending	
000026	22-06-2015 09:06:03	SRINIVAS	APOLLO SOFTWARE	k.	Pending	
000027	22-06-2015 11:06:46	SRINIVAS	APOLLO SOFTWARE	k.	Pending	
SERVICE						

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

E-TICKETING

Home Masters Transactions Reports

Search Q Print

Reports / Ticket Report

Request Number	Date	Emp Name	Department	Activity	Remarks	Present Status	Docs
000001	20-06-2015 12:06:21	Manoj Reddy	SOFTWARE	FOLLOW UP FOR PAYMENT	yui	Forward	
000003	17-06-2015 03:06:36	DIVYATEJA	SOFTWARE	APOLLO SOFTWARE	123 123	Pending	
000004	17-06-2015 03:06:02	DIVYATEJA	SOFTWARE	APOLLO SOFTWARE	for work	Pending	
Date	Emp Name	Department	Activity	Status	Remarks		
2015-06-17 15:20:02.000	DIVYATEJA	SOFTWARE	APOLLO SOFTWARE	Pending	for work		
2015-06-17 15:20:02.000	DIVYATEJA	SOFTWARE	APOLLO SOFTWARE	Pending	uyityu		
2015-06-20 09:56:11.000	Manoj Reddy	SOFTWARE	APOLLO SOFTWARE	Comment	uyityu		
000006	17-06-2015 03:06:34	DIVYATEJA	MARKETING	FOLLOW UP FOR PAYMENT	12321 2323	Pending	
000009	17-06-2015 03:06:12	DIVYATEJA	TENDER	TENDER DOCS SUBMISSION	for tenders	Pending	
000012	17-06-2015 03:06:57	DIVYATEJA	MARKETING	FOLLOW UP FOR PAYMENT	follow for payment	Pending	
000013	17-06-2015 03:06:35	DIVYATEJA	MARKETING	FOLLOW UP FOR PAYMENT	paymet urgency	Pending	
000014	17-06-2015 03:06:54	CHANU	SOFTWARE	APOLLO SOFTWARE	software problem in my sector	Pending	
000018	17-06-2015 03:06:16	NARENDRA	SERVICE	LAN NOT WORKING	required service team for assembles lan cables	Pending	
000019	17-06-2015 03:06:59	NARENDRA	SOFTWARE	APOLLO SOFTWARE	software is not working	Pending	

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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

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