helpdeskpilot

Simplify your help desk

Overview

- Web based help desk management is a pivotal aid to any business
- The ability to audit every conversation
- Efficient management of requests submitted via
 - Email, Web or over the phone

- Customer Service
 - Managing pre-sales and general enquiries, submitted via email or web
- Technical Support
 - Managing support requests from an international customer base

- Internal Request Tracking
 - Auditing and tracking email conversations within a business
- Software Bug Tracking
 - Managing bug reports, tracking development and fixes

• Online Knowledge Base

• Self-help reference for customers, linked to ticketing system in case actual support is required

• IT Help Desk

• Manage IT support requests from employees within the organization

- Ticketing System
 - Converting end user requests to identifiable tickets
 - Travel Agent bookings
 - Admin/Finance/Payroll request management
 - Warranty/Complaint Registration

Request submission A help desk within easy reach

| Need I | help with installation | |
|--|---|---|
| | | |
| Send Chat Attach Address Fonts Co | olors Save As Draft Photo Browser Show Sta | thonery and the second s |
| To: support@acmewidgetco.co | om | requests via email, using |
| Cc: | | |
| Bcc: | | their mail clients |
| Reply To: | | |
| Subject: Need help with installation | | |
| | O O Gmail - Compose Mail - vio | torbaker10@gmail.com |
| Dear Support, | end Save Now Discard Draft autosaved | at 3:17 PM (13 minutes ago) |
| I just bought Product A and need help in set | To: feedback@acmewidgetco.com | |
| Could you let me know when this can be an | | |
| Thanks a lot! | Add Cc Add Bcc | □ Untitled - Message (HTML) _ □ X |
| Regards, Sub | oject: Great customer service | Image Insert Options Format Text Image |
| John Doe | Attach a file | |
| अ | Г в I Ц Ј-тТ-Т, Т, 😨 😇 🔄 🗄 | Paste J B Z U B Z A E E E E E E Address Check Book Names Do V Up V Spelling |
| = | | Clipboard 🗟 Basic Text 🗟 Names Include 🗟 Options 🗟 Proofing |
| | li Guys! | To enquiries@acemwidgetco.com |
| | | Send Subject: Pre-sales questions |
| | just wanted to let you know that I'm impressed with | Hello, |
| Y | our support team is top-notch. Keep up the good wo | I am interested in purchasing your software solution and have a few questions. |
| | Cheers | Could someone from your sales team please call me on 123 456 7890 as soon as possible? |
| V | lictor | |
| | | Thank you. |
| | | Jim Black |
| | | |
| | | |
| | | |
| | | |
| | | |

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus vel magna sem, ut aliquet felis. Proin fermentum nulla in sem fermentum varius. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Integer imperdiet auctor lacus, vitae posuere sapien ultrices nec. Aliquam ut ipsum eros, vel hendrerit velit. Aenean pulvinar turpis sit amet sem aliquet eu varius leo viverra. Praesent lobortis nulla id elit condimentum cursus. Sed diam nibh, tincidunt non pharetra at, dapibus id neque. Nam vulputate gravida pretium. Duis sed tellus nulla, eget condimentum justo. Proin pharetra porta tellus, tincidunt pretium ante rutrum in. Proin ac laoreet felis. Sed aliquar X um feugiat.

Phasellus nec eros quis felis eros, vel faucibus

Phasellus ac neque me amet facilisis sapien. M pellentesque. Curabitu fringilla non placerat e rutrum quis risus. Pelle vestibulum at metus. Q

| ŝ | ec imperdiet fo |
|---|-----------------|
| , | ccumsan dapi |
| Ę | a metus pelle |
| | inc mauris, co |
| 5 | ue. Curabitur |
| | nec porttitor |
| | , |

| Lorem ipsum dolor sit a |
|----------------------------|
| ante ipsum primis in fau |
| Integer imperdiet auctor |
| leo viverra. Praesent lot |
| sed tellus nulla, eget cor |
| Phasellus nec eros quis |
| felis eros, vel faucibus s |
| |

Phasellus ac neque meta amet facilisis sapien. Ma pellentesque. Curabitur fringilla non placerat eg rutrum quis risus. Peller vestibulum at metus. Cr

| nentum justo. Proin pharetra p | orta tellus, tincidunt pretium ante rutrum in. Proin ac laoree | |
|-----------------------------------|--|--|
| Contact Customer Ca | are | ecenas non justo ni |
| Use this form to submit your supp | port request to our Customer Care Dept. | amus eu augue elit, |
| Full Name | Email Address | are lacinia nisi vitae |
| | | . Nunc risus mauris |
| | | euismod lobortis, |
| | | el elit molestie rhon |
| Category | | tae libero urna. |
| | \$ | Duis semper, sapie |
| | | is sem. Praesent ten |
| Subject | | uere massa ornare q |
| | | enas blandit luctus |
| | | que egestas sollicit |
| | | cursus volutpat. |
| Attach a File | | |
| Message | | m varius. Vestibulu |
| | | s posuere cubilia Cu |
| | | et sem aliquet eu va e gravida pretium. I |
| | | pretium feugiat. |
| | | idum. Suspendisse |
| | | ecenas non justo ni |
| | | |
| | | amus eu augue elit, |
| | | are lacinia nisi vitae |
| Create Ticket Reset | | . Nunc risus mauris |
| Create Ticket Reset | customer support software | by Helpdesk Pilot euismod lobortis, |
| | | el elit molestie rhon |
| | | tae libero urna. |

Donec imperdiet felis ut diam pulvinar in tincidunt tellus aliquam. Nullam risus tortor, tristique quis accumsan at, convallis pulvinar velit. Duis semper, sapien nec accumsan dapibus, magna erat tincidunt lacus, eget vehicula libero enim vitae purus. In pulvinar ornare ante id facilisis. Cras in iaculis sem. Praesent tempor enim a metus pellentesque non luctus diam scelerisque. Quisque fringilla cursus mi quis rhoncus. Vivamus pretium molestie leo, nec posuere massa ornare quis.

Embeddable request submission form on your website

happyfox

Create new ticket

Search Knowledge Base

| Tenmiles Corporation | Tenmil | es | Cor | por | atio |
|----------------------|--------|----|-----|-----|------|
|----------------------|--------|----|-----|-----|------|

Login to your account

Login to track your existing support requests. If you haven't created a ticket yet then you would need to register or create a new ticket to begin

Email Address

| P | 2 | c | c | v | or | d | |
|---|---|---|---|---|--------|---|--|
| | C | - | - | | | u | |

Forgot password?

Remember me

Browse KnowledgeBase Helpdesk Pilot Knowledge Base Most Viewed Articles Top players are still in play at Wimbledon (7) testing this (4) Kershaw weaves a beauty (2) Instances of torture are still rampant in pockets of State: study (1) Free or open source for students? (1)

Login

Self-service end user interface

| • • | 0 | | Helpdes | sk Pilot – View Tickets | | | H ₂ |
|------|---------------------------|------------------------------|------------------------|------------------------------------|--------------------------|--|----------------|
| ACM | E Widget Co | mpany | | | New Ticket My Settings | Jack Smith Logout | |
| Das | hboard Tic | <mark>kets</mark> Manage Con | tacts Reports | Knowledge Base | | | |
| My G | Queue Pendin | ng All New Open | On Hold Solved | I | | | |
| Tick | ets showing 1 - 6 of | f 6 | | | Search Tickets | S | EARCH |
| | Actions | A V | | Sort by | All Categories | 1-6 ‡ | D |
| | #HDPSUPP0000006 SOLVED | | | Customer Service has been | top-notch. You guys roc | last updated 06-jun-2011 | U |
| 4 | s 🕲 | assigned to ~ | raised by John Doe | priority Normal | category Support Dept | due date: Not Set | • |
| 0 | #HDPSUPP0000006 NEW | | | (1) for renewal in a weeks time | e. Could you let me kn | last updated 28-mar-2011 | |
| 4 | ♠ 🖞 ☆ | assigned to joesmith | raised by John Doe | priority Low | category Support Dept | due date: Not Set | • |
| 0 | #HDPSUPP0000004 SOLVED | | | oduct but would prefer to h | nave a demo first. Coul | last updated 25-feb-2011 [1 new] | |
| 9 | ★ | assigned to brian | raised by Jim Black | priority High | category Support Dept | due in: 17 days | • |

Incoming requests converted into uniquely identifiable tickets

| 000 | Helpdesk Pilot – Ticket Detail – #HDPSUPP00000194 | R |
|--------------------------|--|---|
| John Doe 1 second ago | Hello, | |
| | I am interested in signing up for your service. | |
| | Could you provide me with more details on pricing? | |
| | Regards, | |
| | John | |
| * / | other recipients Attachments None None | |
| Current Status | | 1 |
| Current Status : NEW | Add Update Add Private Note Delete Ticket | |
| Add Update | | |
| | Add CC Add BCC Attach a File Edit Subject Quote Reply | 1 |
| | Choose File Pricing.pdf Remove | l |
| | Thanks for getting in touch with us John. | l |
| | I've enclosed a document that covers our pricing structure and will reach out to you shortly, over the phone. Thanks once again for considering us. | |
| | Regards, | l |
| | | l |
| | | l |
| | Insert link KnowledgeBase Article 💠 | |
| | update customer : status : priority : assigned to : time spent: set due date : add new tags : Yes New Normal Ime (admitive) < | |
| | Update Ticket Reset Cancel | 1 |

Intuitive & User friendly interface assists in achieving rapid turn around time

Flexibility A help desk customized to your needs

| New Role Add new role by inputting their details | | | | | | | | |
|---|--|------------------------------------|------------|--|-----------------------------|-----------------|--------------|---|
| Name | Description | | | | | | | |
| Set Permissions | | | | | | | | |
| Managerial Permissions | | | Select all | | | | | |
| Add & edit staff members | Add & view all contacts | Add & edit notification templates | | | | | | |
| Add & edit KB sections and articles | Add & edit smart rules | Add & edit categories | | | | | | |
| Add & edit priorities | Add & edit statuses | Add & edit ticket custom fields | | Now Stoff | | | | |
| Add & edit client custom fields | Access integrations page | Add & edit canned action | s | New Staff Add new staff members. Click here | to add multiple staff users | at once. | | |
| Add & edit SLAs | Create & access reports | Export reports | | First Name | | Last Name | | |
| Ticket Level Permissions | | | Select all | | | | | |
| Add reply via email | Add reply via web form | Edit replies | | Email Address | | Role | | |
| Delete replies | Delete tickets | Mark as completed | | | | ✓ Administrator | | |
| Move tickets | Split tickets | Assign tickets | | | | Staff | | _ |
| Set due date | Access All Tickets | Add related ticket | | | | | | |
| Reassign Tickets | Act on closed tickets | Change ticket contact | | Associate Categories | | | | |
| Create tickets in unassociated categories | Move tickets to unassociated categories | | | Feedback | Enquiries | | Support Dept | _ |
| Save Settings Reset | | | Cancel | Save Settings Reset | | | | |

Role-based help desk staff

Statuses

Setup and customize statues here. Add. Delete. Rename. ReOrder.

| Status Color | Status Name | Behavior | Order | |
|------------------|-----------------------|-----------|-------|--------------|
| NEW | New (current default) | pending | 1 | |
| OPEN | Open | pending | 2 | Priorities |
| ON HOLD | On Hold | pending | 3 | Setup and cu |
| SOLVED | Solved | completed | 4 | Priority N |
| Add a new status | | | | Low |

| tup and customize priorities her | e. Add. Delete. Rename. Reorder. | |
|----------------------------------|----------------------------------|--|
| Priority Name | Order | |
| Low | 1 | |
| Normal (current default) | 2 | |
| High | 3 | |
| Critical | 4 | |
| Add a new priority. | | |

Custom statuses & priorities

| 00 | Helpdesk Pilot – Ticke | et Detail – #HDPSUPP00000194 |
|---------------------------------|--|--|
| ACME Widget Con | npany | New Ticket My Settings Jack Smith Logout |
| Dashboard Tick | ets Manage Contacts Reports H | Knowledge Base |
| My Queue Pending | All New Open On Hold Solved | |
| « Back to tickets view | | Jump to last response Next Ticket » |
| #HDPSUPP00000194 Re NEW Hel | llo, | st updated minutes ago |
| ★ ¥ ☆ assi adr | Type of Request Hardware \$ Hardware Type PC | e date: it Set |
| Time Spent add 0 minutes | Update Info Reset | Cancel |
| Contact Information | edit | |
| Company Name ABC Enterprises | Support Contract Expiry Date 12/08/2011 | Phone No 1234567 |
| Additional Informatic | on <u>edit</u> | |
| Type of Request Hardware | Hardware Type PC | |
| Messages | | Collapse All |
| John Doe Helle 3 minutes ago | 0, | |
| | interested in signing up for your service. | |
| Cou | Id you provide me with more details on pricing? | |

Create custom fields to collect specific information on every submitted request

Business Automation

- Automate ticket actions with the Smart Rules Engine
- Define automated escalation rules
 - Time based
 - L1,L2,L3 support
- Reduce dependency on manual processes

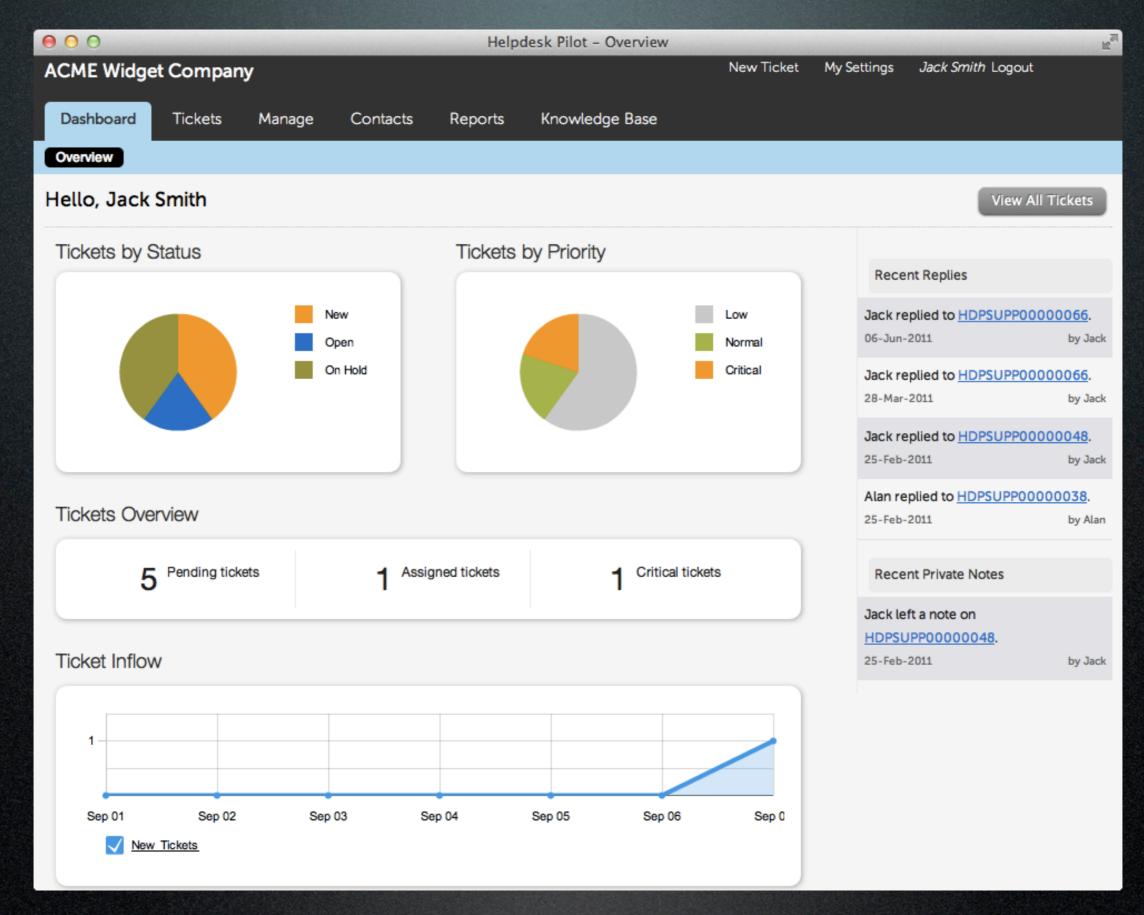
Enhanced productivity Aimed at benefiting every help desk staff

| 000 | Helpdesk Pilot – Mass Reply | R _M |
|--|--|-------------------------------|
| ACME Widget C | New Ticket My Settings | Jack Smith Logout |
| Dashboard | ickets Manage Contacts Reports Knowledge Base | |
| My Queue Pen | ding All New Open On Hold Solved | |
| « Back to tickets view | | |
| Confirm Mass Reply to multiple tick | | |
| #HDPSUPP00000041 | Need clarification on pricing | last updated 25-feb-2011 |
| € #HDPSUPP00000048 | Interested in a demo | last updated 25-feb-2011 |
| #HDPSUPP00000194 | Request for Information | last updated 4 minutes ago |
| | Add CC Add BCC Attach a File Edit Subject Quote Reply | |
| | Thank you for contacting us. Our Sales Team will be in touch with you shortly to provide you with necessary clarifications. Regards, | |
| | update customer : status : priority : assigned to : time spent: set due d Yes ♦ Open ♦ Low ♦ me (admi ♦) □ □ | ate : add new tags : |
| | Update Ticket Reset | Cancel |

Multiple responses with a single reply

| | #SD0000038 NEW | |)38 | Great customer service Hi Guys! I just wanted to let you know that I'm impressed with the level of service you offer. Your | | | last updated 20 hours ago | |
|---|-------------------|--|----------|---|---------------------------|--------------------|------------------------------|----------------------|
| _ | 4 | ÿ | ដ | assigned to admin | raised by Victor Baker | priority Normal | category Feedback | due date: Not Set |
| | W Re | nanks a e appre egards, iend Re | ciate th | e kind words! Cancel | | | | |

Rapid responses using Quick Reply



Individual staff dashboard with key statistics

| Re: Great Customer Service #SD0000038 | | |
|---|--|----------------|
| | | |
| Send Reply All Chat Attach Address Fonts Colors Save As Draft | Photo Browser | |
| To: support@acmewidgetco.com | | |
| Cc: | | |
| Bcc: | | |
| Reply To: | | |
| Subject: Re: Great Customer Service #SD00000038 | | |
| $\equiv \mathbf{v}$ | Signature: None 🗘 ! 🗘 | |
| Hi Victor, | A | |
| Thanks for the great feedback, | | |
| We'll make sure we continue to improve on the level of service we offer! | iPad ≎ 12:56 PM | 92 % 🖼 |
| Regards, | Tenmiles Cancel Re : Great Customer Service #SD00000038 Send | ◆ ☑ |
| Alan | Q Search Inbox To: support@acmewidgetco.com | Hide |
| On 25-Feb-2011, at 10:20 AM, Feedback wrote: | Tenmiles S New request: A Cc/Bcc, From: alan@tenmiles.com | |
| ### Reply above this line to append to the ticket ### Dear Alan Miller, | ### Reply above ticket ### Dear Subject: Re : Great Customer Service #SD00000038 | |
| You have a new ticket/reply waiting for you at | DHL Custor DHL Shipment Hi Victor, | Aark as Unread |
| http://support.acmewidgetco.com/staff/ticket/38 | Notification for s "Customs cleara Thanks for the great feedback! | |
| Request Ticket Details: | Swarna Re Request for cu: Sent from my iPad | |
| Hi Guys, | I had with Naver | |
| I just wanted to let you know that I'm impressed with the level of service you offer. | New request: V | |
| Your support team is top-notch. Keep up the good work! | Dear Vikram Bh waiting for you a | |
| Cheers Victor | QWERTYUIOF | |
| Ticket number : SD00000038 Client Name: Victor Baker | Q W E R T Y U I O F | |
| Client's email: victorbaker10@gmail.com Priority: Medium | | |
| Addressed to Eeedback | A S D F G H J K L | return |
| | | |
| | | |
| | | |
| | .?123 .?123 | |
| | | |

Reply to end users via email

| Messages | | Expand All | | | | |
|-------------------------------|---|---|--|--|--|--|
| Jim Black 11 minutes ago | Hello there, | | | | | |
| Julia Smith 4 minutes ago | Assigned to admin | | | | | |
| Julia Smith 3 minutes ago | Hi Jim, | | | | | |
| | Thank you for contacting us. | | | | | |
| | We'd be glad to arrange for a demo later this morning. Alan Miller, our Sa | es Director will get in touch with you shortly to schedule a time for the demo. | | | | |
| | Regards, | | | | | |
| | Updated status to open, added time spent on ticket 5 minutes | | | | | |
| 🖻 🏛 🖊 | other recipients : None | attachments : None | | | | |
| | | | | | | |
| Julia Smith 19 seconds ago | Alan - could you please liaise with Jim Black and schedule a time for the o | emo? | | | | |
| PRIVATE NOTE | Those new brochures arrived yesterday, so you could make use of the new | v collateral beginning today. | | | | |
| | Thanks! | | | | | |
| | Changed priority to high, changed due date to 2011-02-25, added time s | pent on ticket 5 minutes | | | | |
| Julia Smith 9 seconds ago | Assigned to alan | | | | | |
| 🖻 🕮 🖊 | other recipients : None | attachments : None | | | | |

Internal collaboration through the use of Private Notes

| 0 0 | Helpdesk Pilot – Ticket Detail – #HDPSUPP00000194 | |
|------------------------------|---|---|
| John Doe 22 minutes ago | Hello, | |
| Smart Rule 21 minutes ago | Assigned to admin, by the smartrule is new and unresponded for 1 min -> assign to staff #1 | |
| Jack Smith 15 minutes ago | Changed priority to critical | |
| Current Status : NEW | Add Update Add Private Note Delete Ticket | |
| Add Update | | |
| | Add CC Add BCC Attach a File Edit Subject Quote Reply | |
| | Thank you for renewing your maintenance contract. | |
| | The update will reflect on your customer account within the next 1 hour. If you need any further clarifications, feel free to get in touch with us! | |
| | | |
| | | |
| | | |
| | Apply Canned Action | |
| | Insert link KnowledgeBase Article 💠 | |
| | update customer : status : priority : assigned to : time spent: set due date : add new tags : Yes New Normal me (admi \$ Ime (admi | |
| | Update Ticket Reset Cancel | 1 |

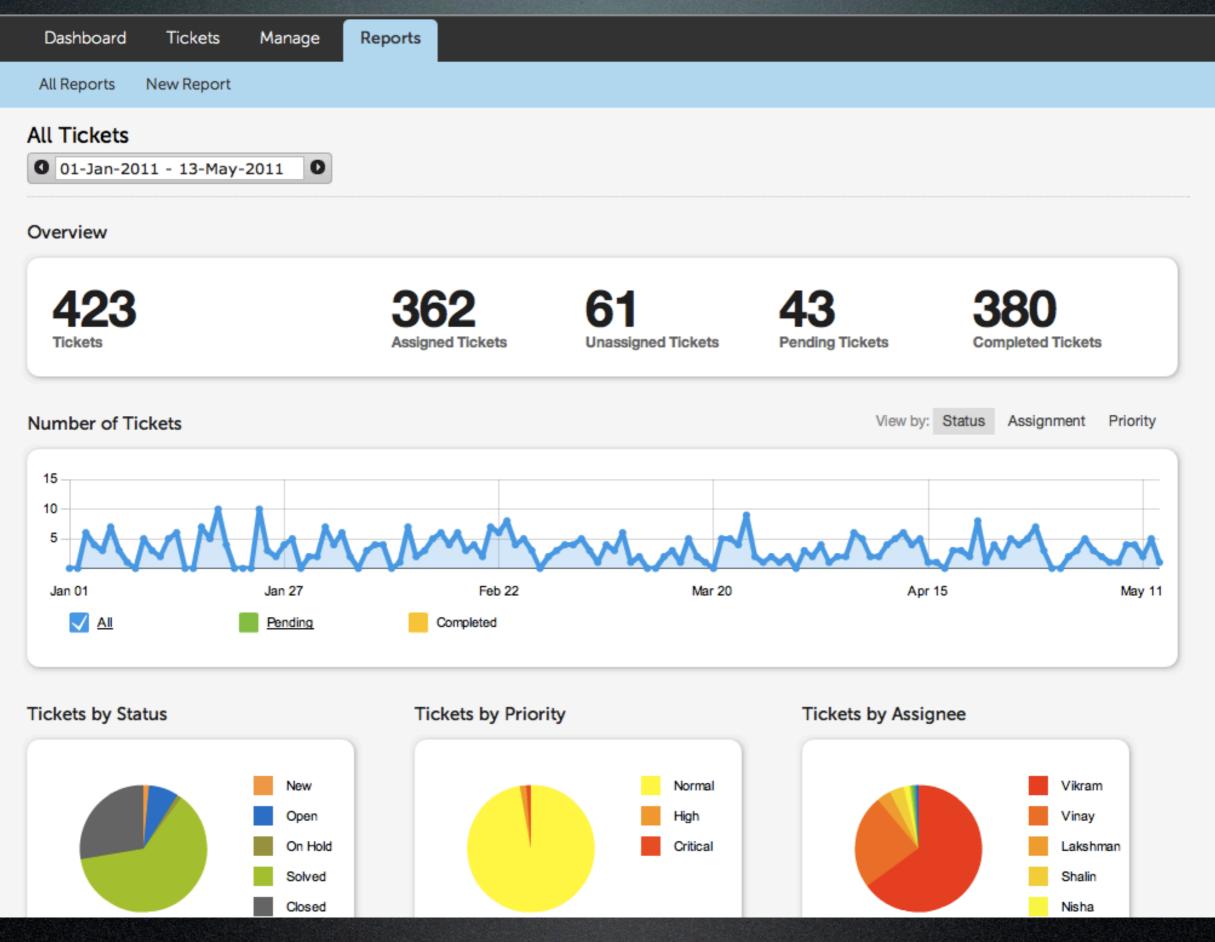
Insert pre-defined response templates and ticket level actions using Canned Actions

Managing Help desk activities

Additional capabilities to aid in the management of your help desk

Powerful Reporting

- Insightful Statistics
- Build customized reports on the fly
- Intuitive interface to generate
 - Management reports
 - Incident tracking reports
- Assists decision making



Visual representation of key metrics

¥

| 00 | Helpdesk Pilot – Report | | | | | | | | | | |
|---|--|---------------------|-------|----------|---------------|-------------|-----------|------------|---------------|----------------------|---|
| Response Stats View | | | 12345 | Re | esp | on | se | Sta | tis | tics | |
| 4.22m Average First Response Time | 80% responded within first 2 hours 20% responded within 24 hours 0% responded after 24 hours | | | | | | | | | | |
| 4.22 m Average Response Time | 80% responded within first 2 hours 20% responded within 24 hours 0% responded after 24 hours | | | | | | | | | | |
| 1 responses Average no. of Replies | 80% responded within first 2 hours 20% responded within 24 hours 0% responded after 24 hours | | | | | | | | | | |
| 1 responses Average # response to completed state | 100% responded within first 2 hours 0% responded within 24 hours 0% responded after 24 hours | | | | | | | | | | |
| | | 000 | | | Helpdesk Pilo | ot – Report | | | | | |
| | | Staff Activity View | | | | | | | | 1234 | 5 |
| | | Staff Name | | Assigned | Participated | Pending | Completed | Time Spent | Private Notes | No. of replies | |
| | | Alan Miller | | 1 | 2 | 1 | 0 | 0 | 0 | 2 | |
| | | Julia Smith | | 9 | 4 | 7 | 2 | 15 | 2 | 3 | |
| | | Swarna Rethas | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Staff A | Letivity | Export: CSV Excel | | | | | | | | showing 1 - 3 of 3 < | |

Knowledge Base

- An Online Reference Medium for your end users to access
- Ideal for Technical Documentation, Support & Troubleshooting Guides, FAQs
- Create articles with rich content
 - HTML, Images, Video
 - Upload files to articles

| 00 | Helpdesk | Pilot – Knowledge Base | M ² |
|---|------------------------|------------------------|--|
| ACME Widget Company | | | New Ticket My Settings Jack Smith Logout |
| Dashboard Tickets Manage (| Contacts Reports | Knowledge Base | |
| Browse Sections Articles Settings | | | |
| Knowledge Base Online Support Reference for product and technical inform | mation | | Search KnowledgeBase |
| Sections User Guide & How To's (6) | Change Log (0) | Add section | Search Knowledge Base SEARCH |
| Configuring Helpdesk Pilot (0) | Installing Helpdesk Pi | <u>lot (</u> 0) | |
| Sales & Billing (0) | Troubleshooting (0) | | Knowledge Base |
| | | | Total Articles: 6 |
| | | | |
| | | | Browse KnowledgeBase Home |
| | | | Choose Section 😫 |
| | | | |
| | | | Most Viewed Articles |
| | | | Moving a ticket to another category (31) |
| | | | Send a Mass Reply (12) |
| | | | Adding a Private Note on a ticket (12) |
| | | | Customize notification templates (8) |
| | | | Creating a ticket on behalf of a contact (7) |
| | | | |

Intuitive Knowledge Base User Interface

SLA Management* Manage and report on individual SLAs

*Available on the Enterprise Edition only

| Name | | |
|--------------------------------|----------------------------------|-----------------------|
| Ticket Assignment SLA | | |
| Description | | |
| | | |
| Active | Work Schedule | |
| Yes 🛊 | Default Work Schedule \$ | |
| SLA Objectives | | |
| Time taken to change a tick 💲 | should be less than 1 Minutes \$ | |
| Match all of these conditions | | Add another condition |
| Status 🗘 | Is 🕈 New 🖨 | • • |
| Match any of these conditions | | Add another condition |
| Should meet this SLA condition | | |
| 100 \$ % | | |

Create SLAs with specific conditions and objectives, selecting custom work schedules

| Name |) | | | | | | |
|---|----------------|---------------------------|------------------------------|--|--|--|--|
| Initia | al Work Schedu | le | | | | | |
| Description Time Zone Monday to Friday 9AM to 5PM GMT +00:00 \$ | | | | | | | |
| Work | king Hours | | | | | | |
| ۷ | Monday | 09 \$ hours 00 \$ minutes | To 17 + hours 00 + minutes | | | | |
| | Tuesday | 09 \$ hours 00 \$ minutes | To 17 \$ hours 00 \$ minutes | | | | |
| | Wednesday | 09 \$ hours 00 \$ minutes | To 17 \$ hours 00 \$ minutes | | | | |
| | Thursday | 09 \$ hours 00 \$ minutes | To 17 \$ hours 00 \$ minutes | | | | |
| | Friday | 09 \$ hours 00 \$ minutes | To 17 \$ hours 00 \$ minutes | | | | |
| | Saturday | 09 \$ hours 00 \$ minutes | To 17 \$ hours 00 \$ minutes | | | | |
| | Sunday | 09 \$ hours 00 \$ minutes | To 17 \$ hours 00 \$ minutes | | | | |
| Holiday List Add Ho | | | | | | | |
| Date | | Holiday Name | | | | | |
| 2011- | 12-25 | Christmas | • | | | | |

Define separate work schedules, including holidays for accurate SLA timelines

| SLA Performance | | | | | | | | | |
|-----------------------|-----------------|------------------|--------|----------|--|--|--|--|--|
| SLA | Tickets checked | Tickets breached | Target | Achieved | | | | | |
| Ticket Assignment SLA | 3 | 2 | 100% | 33.33% | | | | | |
| | | | | | | | | | |

Track Performance Goals with built-in SLA Reporting

Application Programming Interface (API)*

Extend the capabilities of Helpdesk Pilot, integrate with 3rd party applications

*Available on the Enterprise Edition only



• RESTful Web Service

- Supports JSON, YAML, XML, Form Urlencoded and Multipart Form Data formats
- Create tickets from external applications
- Extract ticket details and data items from the help desk
- Full API documentation available on request



Get the Helpdesk Pilot experience

www.helpdeskpilot.com/try