

“The fastest way to handle all Services.
Everything in one place, no matter how big you get”



CONTACT

Telephone:

(+92) 021-38691813, 38691814

Cell:

(+92) 0321 2774334, 0333 2250739

E-mail:

info@informatica.com.pk

Office:

RS 4-5, Sector 31-C/1, ST 1, K.D.A.Employee
Society, Korangi Industrial Area,
Karachi, Pakistan.

Visit our website to learn more

www.informatica.com.pk



THE FASTEST WAY FOR BETTER COMMUNICATION



FAST AND EASY WAY TO ACCESS VARIOUS FEATURES.

Helpdesk enables customer support and support desk agents to receive, process, and respond to service requests.

BigPond builds on this definition of Help Desk software by creating a powerful Ticket-Management platform that allows you to centralize all your Users & customers conversations.

- 01 Web Base Accesses from around the world.
- 02 Helpdesk Android App (Helpdesk on your finger Tips)
- 03 SMS Alert.
- 04 Emails Alert.



Informática
tecnología

www.informatica.com.pk

Abouts. Help Desk

ASSIGN TICKETS.

Assign tickets to support staff, ensuring ownership of a ticket. You can easily assign tickets with a single click. And what's more, you can automate via Smart rules. designated staff will be notified.

The screenshot shows a 'Ticket Information' form with the following details:

- Ticket No: 20150810008
- Ticket Date: 15-08-15 09:54 AM
- Ticket About?: Information Technology
- Priority: Normal Priority
- Subject: PLC SYSTEM
- Description: KRIDLKY CHECK, NO FOUND OF SHORTCUT OF BOSCH SOFTWARE ON DESKTOP OF PLC SYSTEM
- Attachment: Browse... No file selected.
- Initiator: Sterile Powder
- Department: Sterile Powder (Cephalosporin)
- Category: Others
- Category Detail: Others
- Previous Ticket #: 0
- Ticket Type: New Complain Ticket

Below the form, there is a 'Last Activity' section showing 'New IT Ticket' done by 'Sterile Powder' with a duration of '1 days 05:23 hrs'. A 'Remarks' section contains the text: 'New Complain Ticket'. A 'Follow-up' section includes a 'Response' dropdown set to 'Done', a 'Next Activity' dropdown set to 'Assign to User', and a 'Status' dropdown set to '---Select---'. A 'Question' section contains a message: 'Dear Sterile Powder, Our Team is working on your Complain Ticket. Your Ticket is standing on Ticket Sending. We will resolve your complain shortly. Thank you for using HelpDesk. Best Regards, Search Helpdesk Management'. A 'Team' dropdown is set to 'Shah Kamran'. Buttons for 'Follow-up', 'Reset', and 'Show Report' are at the bottom.

CATEGORIES.

Classify your various business units into categories and efficiently organize incoming requests based on type. Requests to a category can be submitted via email, web or both according to your help desk requirements. For greater productivity, help desk staff can be given access to single or multiple categories, ensuring that the relevant staff are able to view, manage and respond to requests.

The screenshot shows the 'Complain Category' form with a 'Quick Search' bar and a table of categories:

Category ID	Category Description	Select
1	Information Technology	<input checked="" type="checkbox"/>
2	Engineering	<input checked="" type="checkbox"/>

ID	Description	Add	Edit	Delete
5	Mechanical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Electrical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Electronics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	HVAC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PRIORITIES & STATUSES.

Set your own status and priority to match your business needs. Set a default and determine the order of status and priority to be displayed for your user. You can also edit and delete the default status.

Department	Status	Category	Subject
Research & Development	New	Mechanical	Door Handle
Sterile Powder (Lyophilizer)	Open	Mechanical	Air leakage observed
Packing	Open	Mechanical	PRINTING DEPTT
Penicillin Optical	Open	Wood Work	REPAIRED THE DOOR
Information Technology	Open	Electrical	New Network Cable

END USER WEB INTERFACE.

A self service ticket management interface for your end users allows them to submit requests over the web. Customiz submission form ensures you're able to collect specific information and guide the end user as they submit a support request.

End users can subsequently use the interface to view requests they've submitted in the past as well as responses from the help desk.

CREATE REQUESTS ON BEHALF OF END USERS.

Each help desk staff has the ability to create a new ticket within their respective staff interface. This is useful in cases where an end user phones in and provides a request, which then needs to be ticketed in the help desk.

Automated notifications sent via email ensure that the end user is aware of a phone request that has since been ticketed.

The screenshot shows the 'Ticket Generate' form with the following details:

- Ticket No: [Blank]
- Ticket Date: 2015-08-15
- Initiator: Faizan Shaque
- Department: Engineering
- Ticket About?: ---Select---
- Category: Select Ticket About First
- Category Detail: Select Category First
- Priority: Normal Priority
- Ticket Type: New Complain Ticket
- Subject: [Blank]
- Description: [Blank]
- Upload File: Filename: Browse... No file selected.
- Buttons: Submit, Reset

Below the form, there is a 'Status' table with columns 'Status', 'Status Date', and 'Select'. It shows three rows with status 'Done' and dates '22-08-15 03:32', '22-08-15 03:30', and '22-08-15 03:46', all with a green checkmark in the 'Select' column.

DASHBOARD FOR STARTERS.

An overview of your help desk system is available right on log in. View beautiful charts indicating the state of your help desk. You can also quickly view the new tickets that have been created in your system. A quick glance on the right shows the recent replies and private notes that have been exchanged.

