# iHelpDesk Features

1. Incident Management :-

1 a) Web based Complaint Registration : -

Customers can register complaints directly through a web browser using a simple and intuitive interface. No additional software installation is required, allowing users to log issues anytime and from anywhere. This enables faster issue reporting and enhances overall customer convenience.

1 b) User ticket creation : -

End users can manually create tickets by entering issue details such as problem type, description, and attachments. This structured ticket creation process ensures that support teams receive clear and complete information, reducing back-and-forth communication and speeding up resolution time.
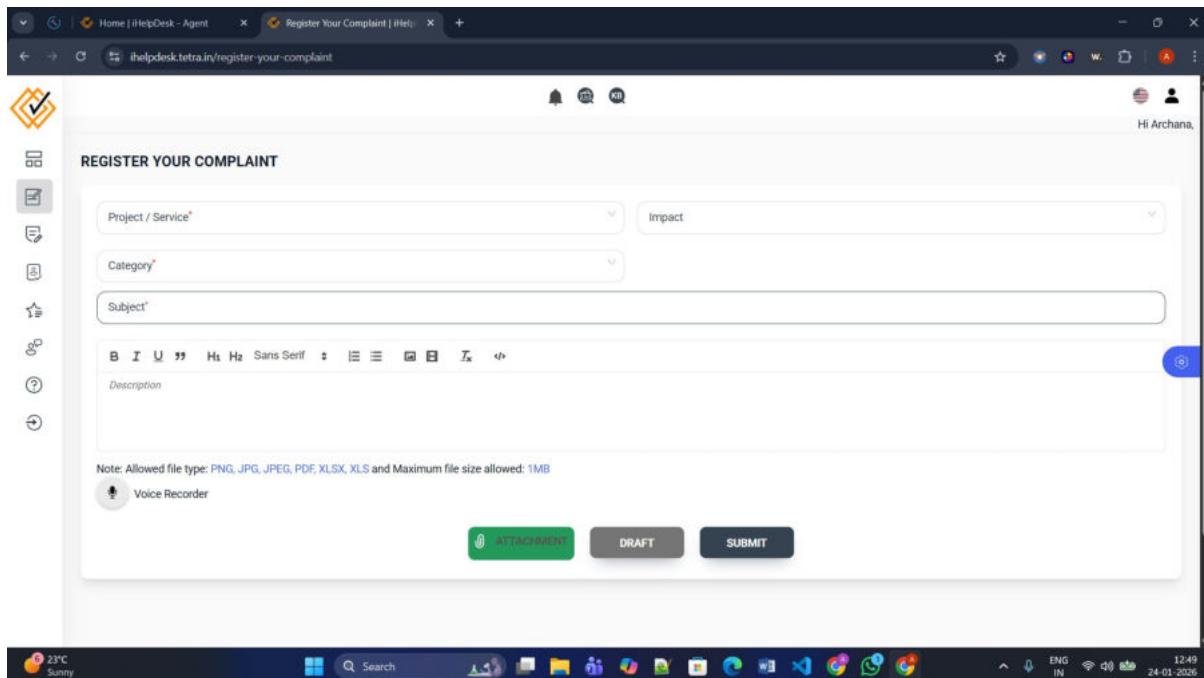
1c) Third party API based complaint registration : -

Tickets can be created automatically from external systems using APIs. Incidents may be raised directly from ERP systems, monitoring tools, or other business applications without any manual intervention.

1 d) Device API integration for complaint registration : -

iHelpDesk can automatically register complaints from connected devices and monitoring systems. When a device detects an error, failure, or abnormal activity, a complaint is triggered without any manual intervention. Tickets are created with relevant device details, enabling support teams to quickly understand and resolve the issue.

1 e) E-mail based ticket registration : -

Users can raise support tickets simply by sending an email to a designated support email address. As soon as the email is received, the system automatically converts it into a ticket with all relevant details captured, such as sender information, subject, message content, and attachments. This ensures that no request is missed, even outside business hours. It offers maximum convenience to users by letting them use a familiar communication channel while enabling the support team to track, prioritize, and resolve issues efficiently from a centralized platform.

1 f) Ticket Creation by Agent on behalf of Complainer : -

This feature allows support agents to create tickets on behalf of customers who are unable to log issues themselves. Whether the complaint is received via phone call, or verbal communication, the agent can quickly register the issue in the system. This ensures that no customer concern goes unrecorded, provides a professional support experience, and guarantees that every complaint is tracked, prioritized, and resolved with the same efficiency and transparency as self-logged tickets.
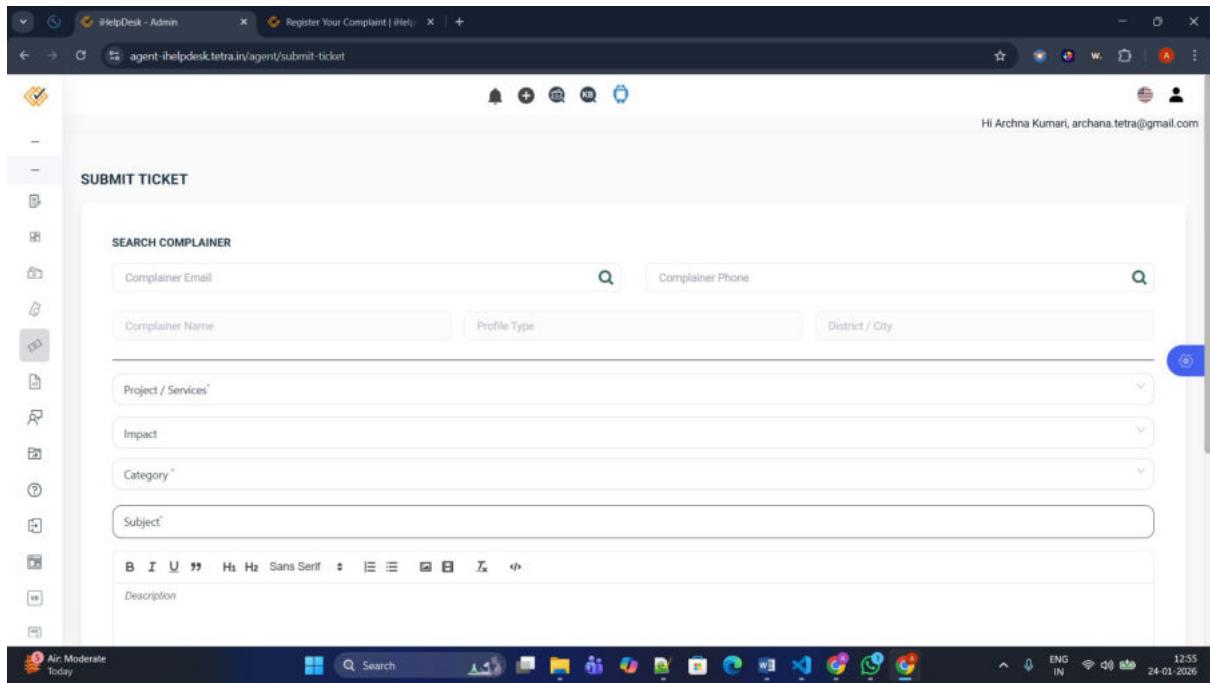
1 g) Chatbot to Ticket Creation : -

Users can create support tickets directly through an intelligent chatbot, without navigating complex forms or contacting support teams manually. By simply chatting with the bot and describing their issue in natural language, the chatbot automatically captures all required details and converts the conversation into a structured ticket.
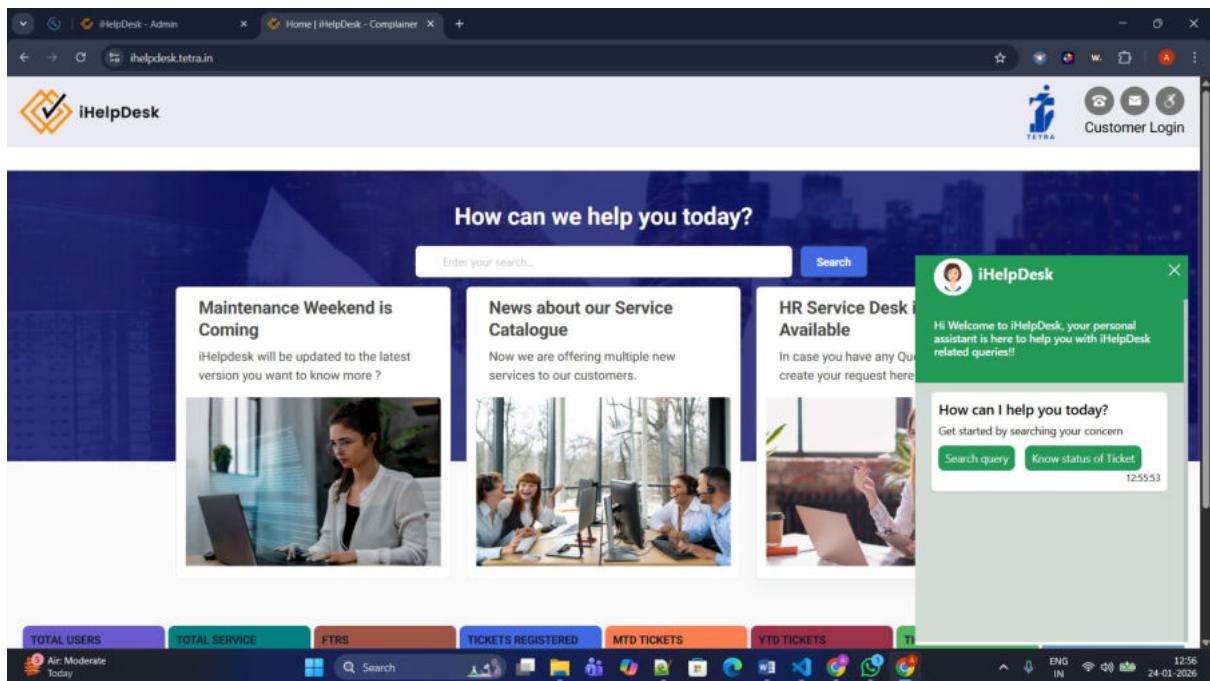
1 h) Domain Based Account Creation through email Tickets : -

When a ticket is raised via email, the system automatically identifies the sender's email domain and creates a user account if one does not already exist. This ensures that requests coming from authorized business domains are securely registered without manual intervention.

2. Self Service Portal

2 a) User profile creation/edit : -

Users can easily create and manage their own profiles within the Self-Service Portal. Users can update personal details such as contact information, department, preferences, and other relevant data without depending on the support team. By enabling self-managed profiles, the system ensures accurate user information, reduces administrative workload, and delivers a more personalized and efficient support experience for every user.
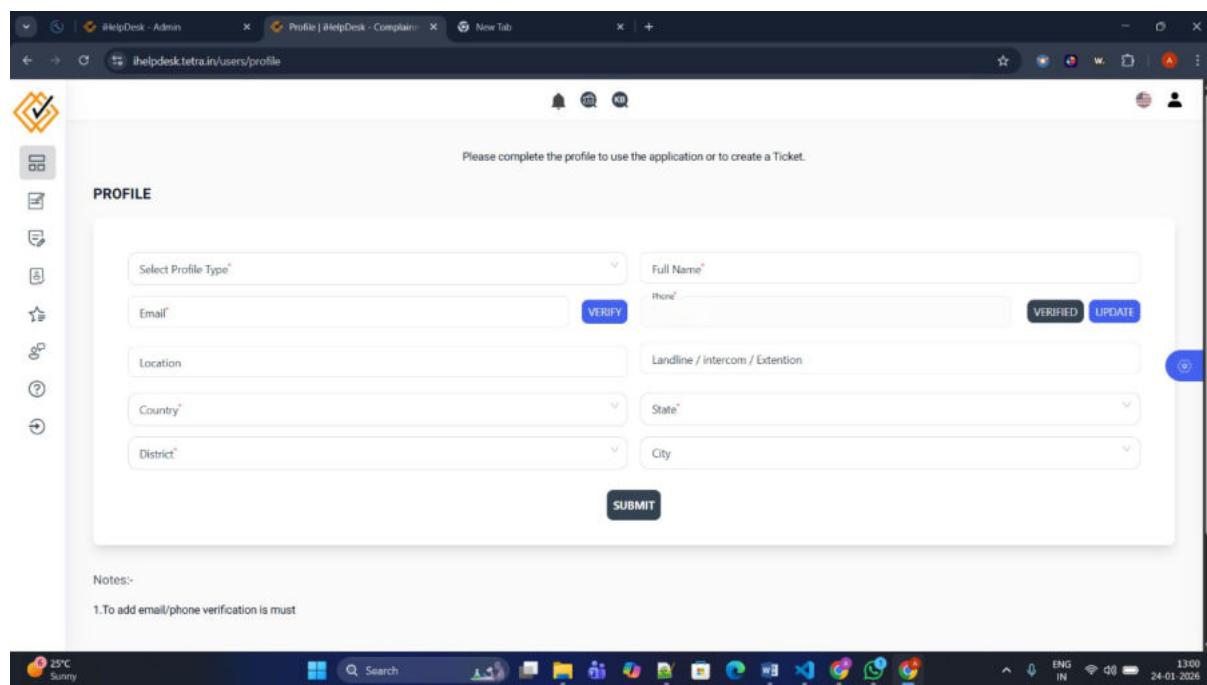

2 b) Ticket Dashboard : -

The Ticket Dashboard provides users with a clear, real-time view of all their submitted tickets in one centralized place. From this dashboard, users can easily

see the status of each ticket—such as open, in progress, or resolved—along with priority and update. This transparency reduces follow-up calls and emails, empowers users to stay informed without dependency on support staff, and builds confidence by showing that their issues are actively being worked on.


2 c) Ticket creation and ticket creation against Assets : -

Users can easily raise support tickets for any issue or service request through a simple and intuitive process. Users can create general tickets or link their request directly to a specific asset such as a laptop, printer, server, or other registered equipment. By associating tickets with assets, support teams gain complete visibility into asset details, usage history, and warranty information. This ensures accurate issue identification, faster troubleshooting, reduced downtime, and more efficient service delivery, resulting in a smoother and more reliable support experience.

## 2 d) Reopen Tickets through web interface and Email : -

Customers can reopen a previously closed ticket easily if the issue persists or is not fully resolved. Users can reopen tickets directly from the web interface with a single action or simply reply to the ticket notification email to reactivate the

request. This ensures continuous support without the need to create a new ticket and saves time for both users and support teams.
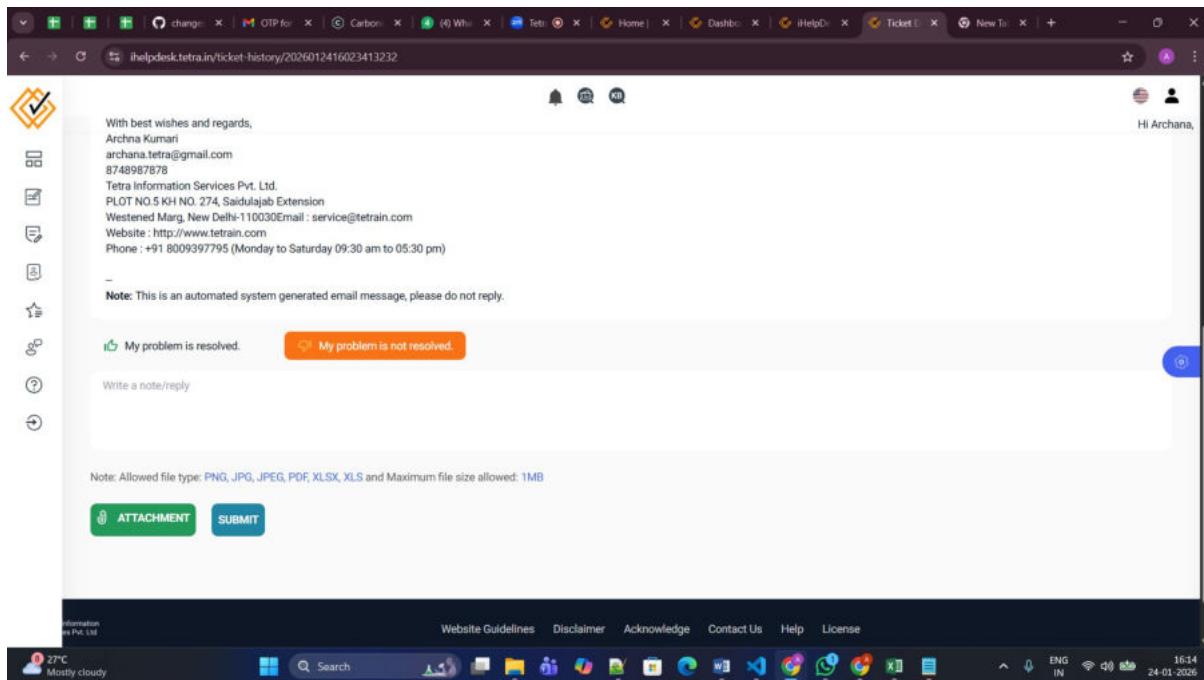
2 e) Web based Notification for communication from Helpdesk Agents / Service Staff : -

Users receive instant, real-time notifications directly on the web portal whenever a helpdesk agent or service staff updates their ticket. Whether it is a status change, a new comment, a request for more information, or resolution confirmation, users are immediately informed without needing to check emails or make follow-up calls.
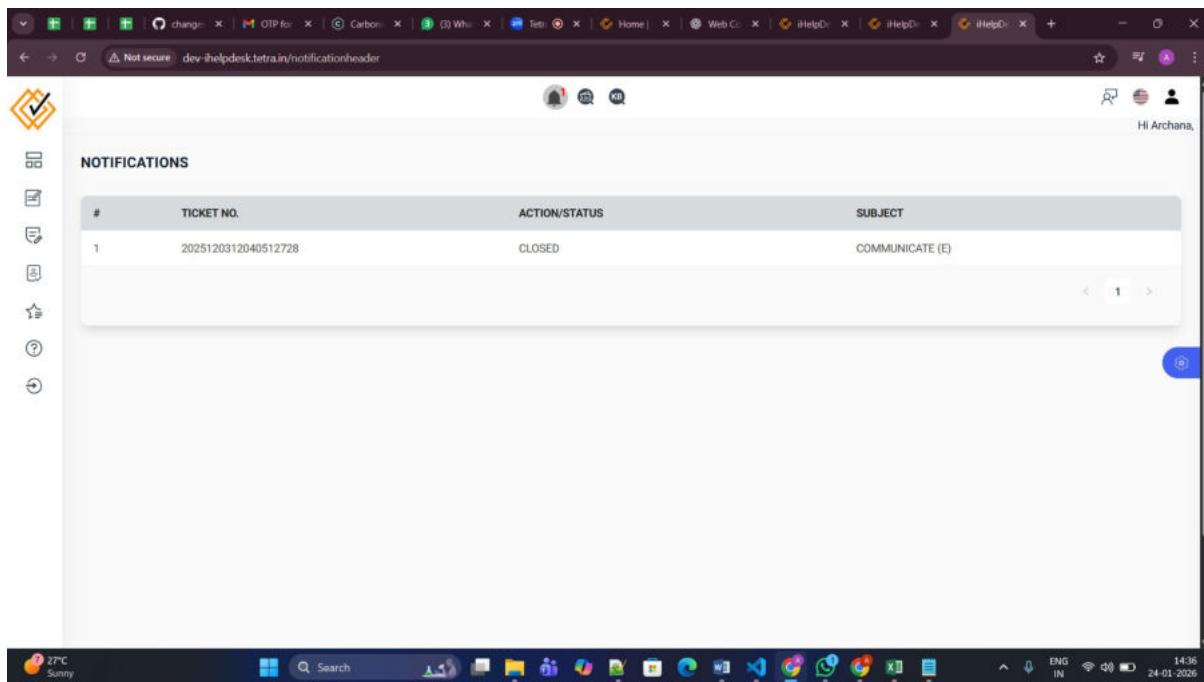
2 f) Email based Notification for communication from Helpdesk Agents / Service Staff : -

Users stay informed at every stage of their request through automated email notifications. Whenever a helpdesk agent or service staff updates a ticket—such as acknowledging the issue, requesting more information, changing status, or resolving the problem—the user receives a clear and timely email. This transparent communication builds trust, reduces follow-up calls, and keeps all stakeholders aligned without the need to log into the system repeatedly.

2 g) Knowledge base View : -

The Knowledge Base View provides users and support teams with a clear, organized, and easy-to-navigate library of solutions, guides, and frequently asked questions. It allows users to quickly find answers to common issues without raising a ticket, saving time for both customers and support staff.

2 h) Rate a Closed Ticket : -

This feature allows users to easily rate their support experience once a ticket is closed. With a simple rating option, customers can share their satisfaction level based on resolution quality, response time, and overall support experience. This

feedback helps organizations measure service performance, identify improvement areas, and continuously enhance customer satisfaction.
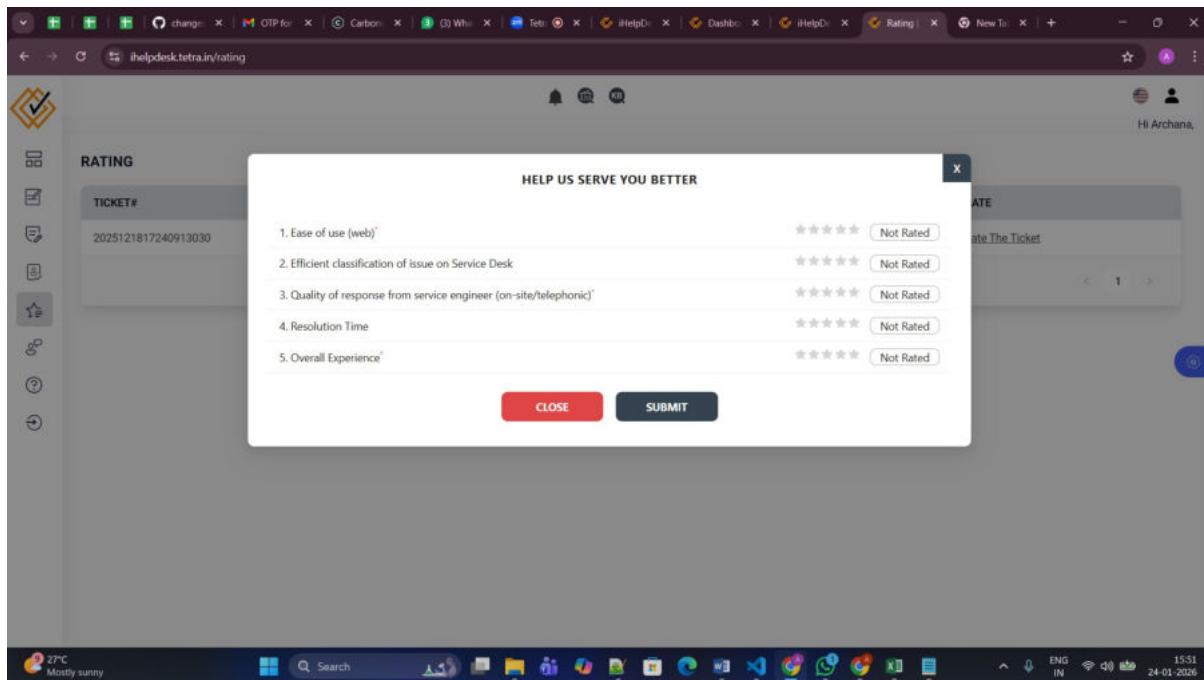
## 2 i) Notification on Ticket Action by Agents : -

This feature ensures that users are automatically informed whenever an agent takes any action on their ticket, such as updating the status, adding comments, requesting more information, or resolving the issue. Notifications are sent in real time through configured channels like email or system alerts, keeping users fully aware of progress without needing to follow up. This builds transparency, improves trust, and enhances the overall customer experience by assuring users that their request is actively being handled.

3. Multiple Authentication : -

3 a) OTP based Authentication (Mobile or Email) : -

This feature adds an extra layer of security by verifying user identity through a One-Time Password (OTP) sent to the user's registered mobile number or email address. During login, users simply enter the OTP received, ensuring that only authorized individuals can access the system. This approach significantly reduces the risk of unauthorized access, enhances data protection, and builds

client confidence by offering a secure yet simple authentication experience without adding complexity for end users.
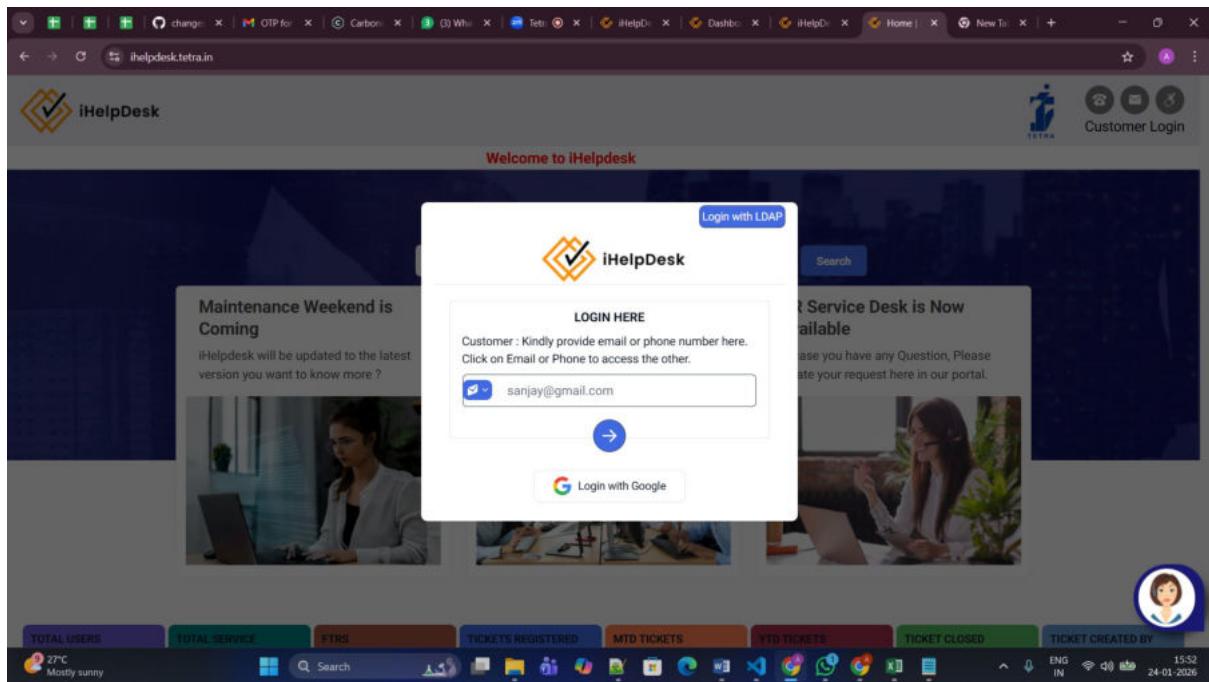

3 b) LDAP Authentication : -

LDAP Authentication allows organizations to securely authenticate users using their existing enterprise directory services, such as Active Directory. Instead of creating and managing separate usernames and passwords, users can log in with the same credentials they already use within the organization.
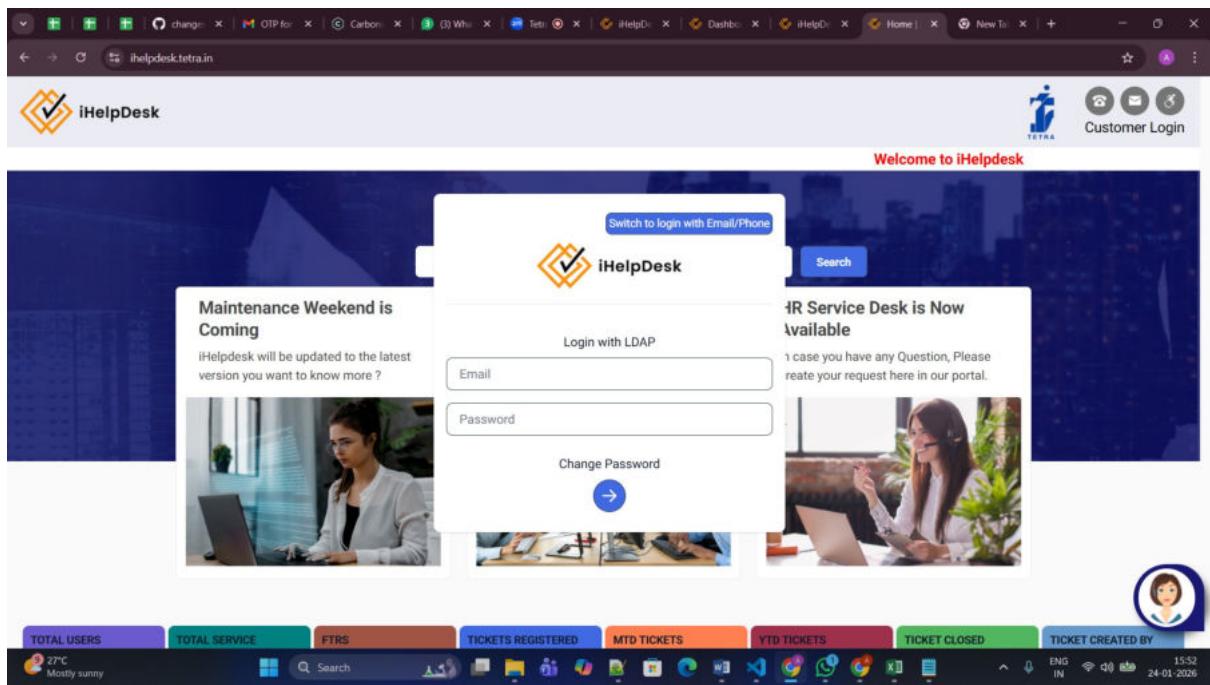
3 c) Google Authentication : -

Google Authentication enables users to securely log in to the system using their existing Google accounts, eliminating the need to remember additional usernames and passwords. This provides a fast, one-click login experience while maintaining high security standards backed by Google's trusted authentication framework.
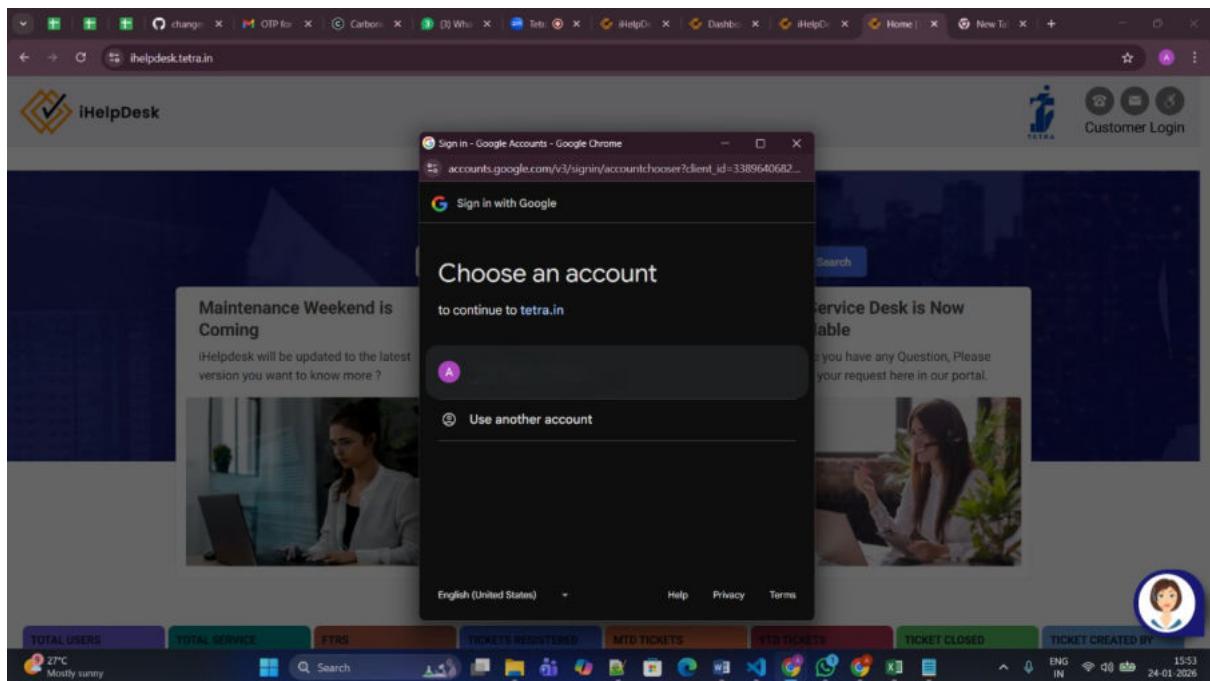
4. Ticket Management : -

4 a) Auto Ticket Routing to Agents (Services/Geo Location/Company/Service Provider) : -

This feature automatically assigns tickets to the most appropriate support agent as soon as they are created. The system intelligently routes requests based on predefined criteria such as the type of service, geographic location, associated company, or assigned service provider. This ensures that every ticket reaches the right expert without manual intervention.

4 b) Ticket assignment to agents – Round Robin / Load : -

This feature ensures that incoming tickets are automatically and fairly assigned to support agents without manual intervention. Using Round Robin assignment, tickets are distributed one by one among available agents, ensuring equal workload distribution. With load-based assignment, the system intelligently assigns new tickets to agents who currently have the least number of open tasks.

4 c) Ticket reopen : -

The Ticket Reopen feature ensures customer satisfaction by allowing users to reopen a ticket if the issue has not been fully resolved or reoccurs after closure. This capability builds trust and transparency by giving customers confidence that their concerns will not be closed prematurely. For support teams, it helps maintain service quality by ensuring every issue is genuinely resolved, leading to better customer experience and stronger long-term relationships.
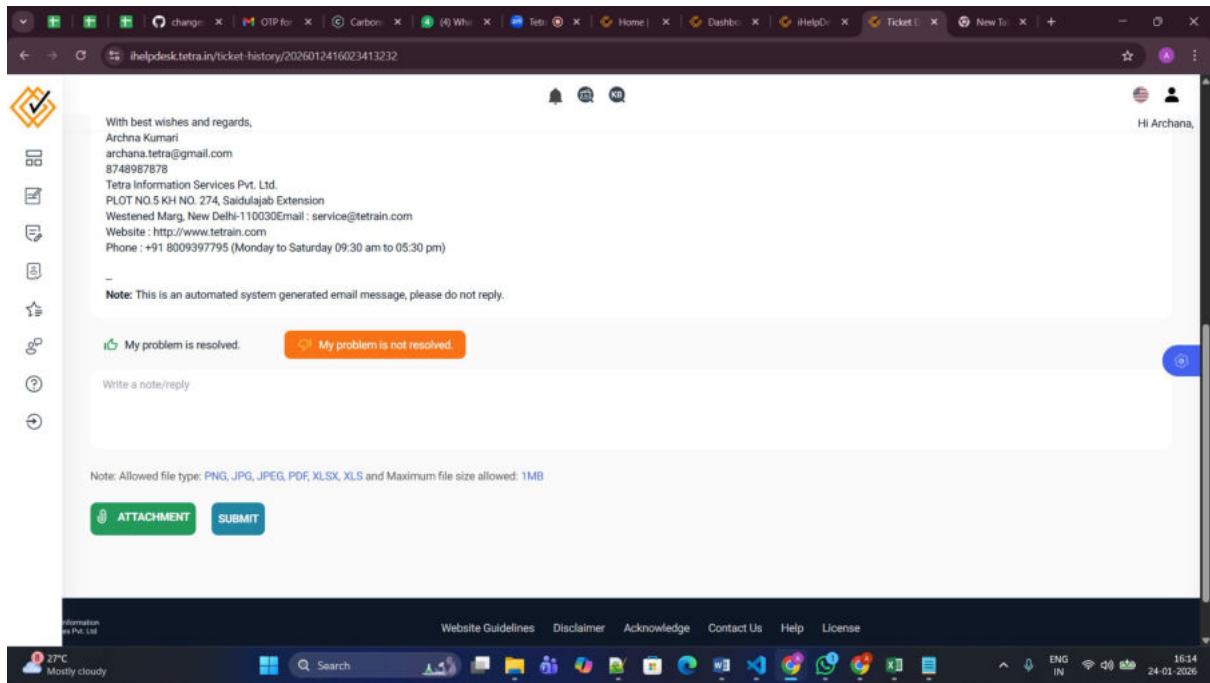
4 d) Ticket Auto Close after defined Hours : -

This feature automatically closes tickets after a predefined number of hours if there is no response or activity from the user or support team. It helps keep the ticket system clean and up to date by preventing old, inactive tickets from remaining open unnecessarily. By auto-closing resolved or inactive tickets, organizations can improve operational efficiency, maintain accurate reporting, and ensure support teams stay focused on active and high-priority issues—while still allowing tickets to be reopened if needed.

4 e) Ticket Actions (Communicate/Send Email to Others/Move Ticket a different Queue/Change State/Priority/View History of the Ticket/Transfer/Assign to Agent)

Ticket Actions give support teams complete control over every ticket, ensuring faster resolution and clear communication at every stage of the support process.

- Communicate: Agents can communicate directly within the ticket, keeping all conversations, updates, and clarifications in one place. This ensures transparency and avoids miscommunication.
- Send Email to Others: Agents can send ticket-related emails to internal teams, supervisors, or external stakeholders directly from the ticket. This keeps everyone informed without switching tools.

- Move Ticket to a Different Queue: Tickets can be moved to the appropriate queue based on skill set, workload, or issue type, ensuring the right team handles the request.
- Change State: Agents can easily update the ticket status (such as Open, In Progress, On Hold, or Resolved), giving real-time visibility to both users and management.
- Change Priority: Ticket priority can be adjusted based on business impact or urgency, ensuring critical issues receive immediate attention.
- View Ticket History: A complete activity log shows every action taken on the ticket, including updates, communications, and status changes, providing full traceability and accountability.
- Transfer Ticket: Tickets can be transferred between teams or departments seamlessly, preventing delays and improving collaboration.
- Assign to Agent: Tickets can be assigned to specific agents based on expertise or availability, improving ownership and resolution quality.


4 f) Ticket Action – Split Master/Child Tickets : -

This feature allows a single ticket to be intelligently split into a Master ticket with multiple Child tickets when an issue involves multiple tasks, teams, or departments. The Master ticket provides a complete overview of the issue, while each Child ticket can be assigned, tracked, and resolved independently.
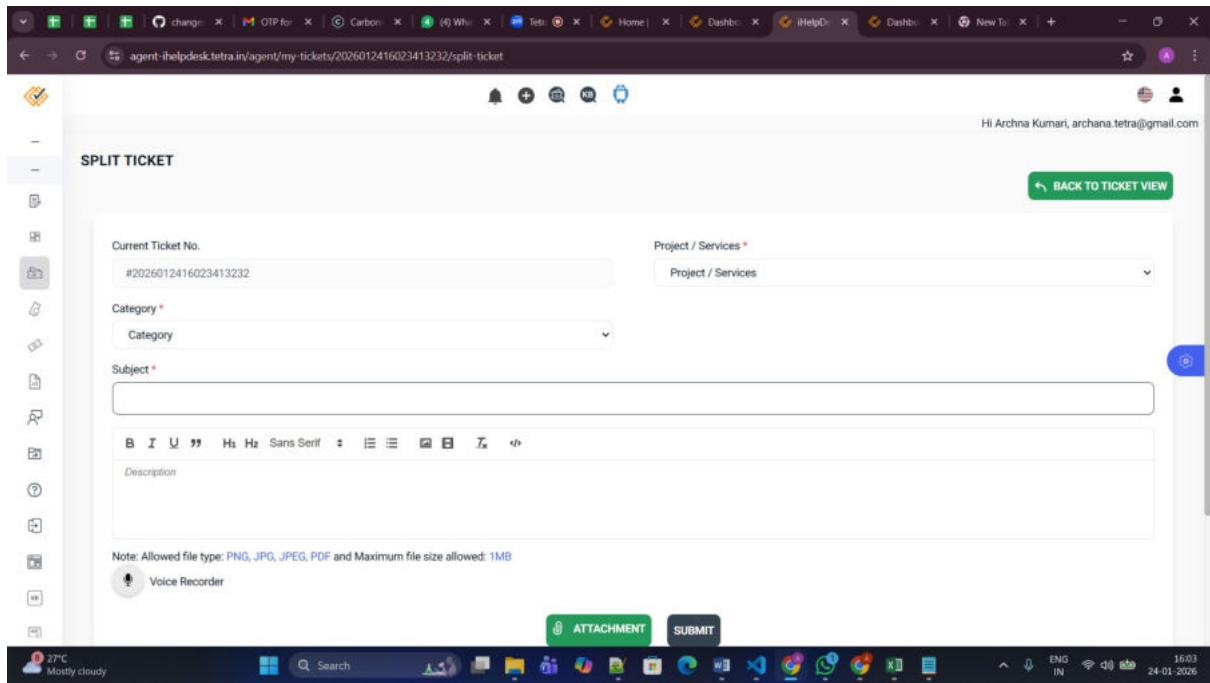
4 g) Ticket Action – Radix Master/Child (To Handle surge of Tickets) : -

This feature is designed to efficiently manage situations where a large number of similar tickets are raised at the same time. Instead of handling each ticket separately, iHelpDesk allows support teams to group related tickets under a single Master ticket, with all associated requests linked as Child tickets.

Support teams can perform actions—such as updates, status changes, communication, or resolution—on the Master ticket, and those actions are automatically reflected across all linked Child tickets. This significantly reduces manual effort, avoids repetitive work, and ensures consistent communication with all affected users.
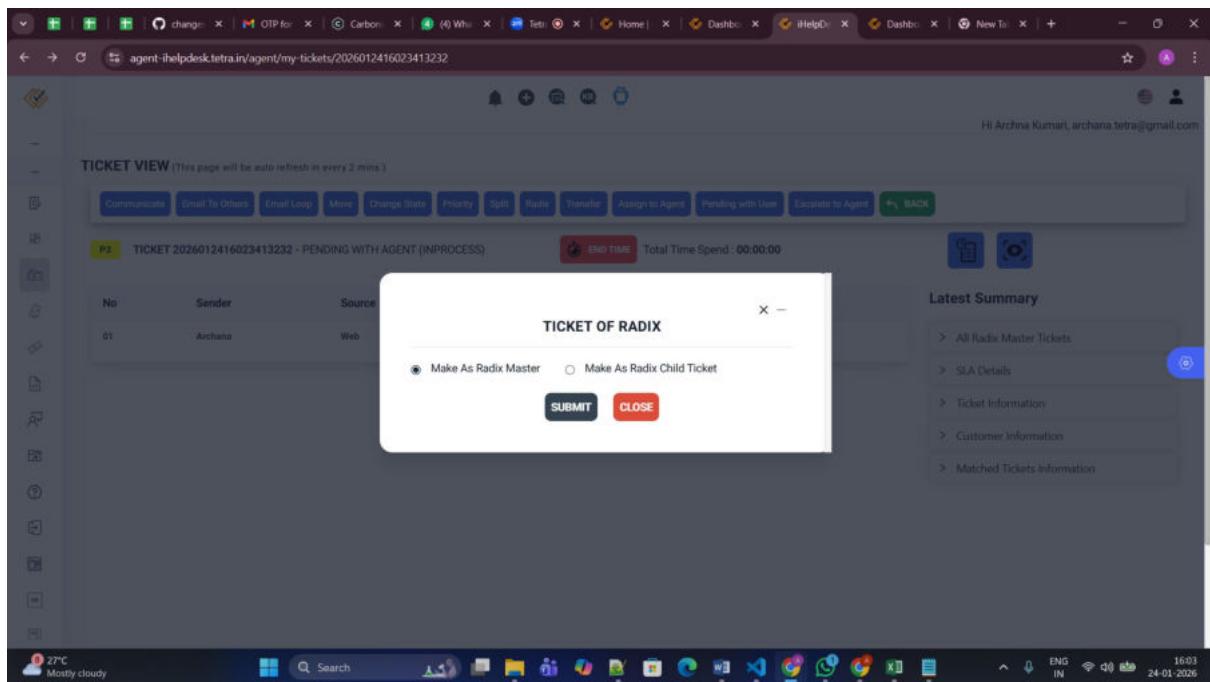
4 h) Ticket Bulk operations (Communicate/Change Priority/Radix Child/Merge/Assign to Agent) : -

This feature enables support teams to manage multiple tickets at once, saving time and ensuring consistent actions across similar issues. Instead of handling tickets one by one, agents and supervisors can apply changes in bulk, greatly improving operational efficiency.

- Bulk Communication: Agents can send updates, instructions, or notifications to multiple ticket owners simultaneously. This ensures clear and consistent communication, especially during outages or common issues, while reducing repetitive manual work.
- Bulk Priority Change: Priorities of multiple tickets can be updated in a single action. This is especially useful during critical incidents when several related tickets need immediate attention, helping teams respond faster to business-impacting problems.
- Radix Child Creation: Related tickets can be linked as child tickets under a main (parent) ticket. This provides better structure and visibility for recurring or widespread issues, making tracking and reporting more organized and meaningful for management.
- Bulk Ticket Merge: Duplicate or similar tickets raised for the same issue can be merged into one. This avoids duplication of effort, keeps communication streamlined, and ensures a single, clear resolution path.

- Bulk Assignment to Agent: Multiple tickets can be assigned to a specific agent or team in one step. This helps balance workloads, speed up resolution, and ensures tickets reach the right expertise without delay.

4 i) E-mail template selection at various Ticket Actions : -

This feature enables organizations to configure and use predefined, professional email templates that are automatically triggered at various stages of the ticket lifecycle, such as ticket creation, assignment, updates, escalation, and closure. Instead of relying on manual or inconsistent communication, the system ensures that users and customers receive clear, consistent, and professionally formatted communication that matches the exact action taken on their ticket.

4 j) Email/SMS Notifications : -

This feature keeps both users and support teams instantly informed about ticket updates through email or SMS. Whenever a ticket is created, updated, or resolved, automatic notifications are sent, ensuring everyone stays up-to-date without the need to constantly check the system. It improves communication, speeds up responses, and enhances overall customer satisfaction.

4 k) Provision of matched Ticket : -

This feature ensures that any new ticket raised is automatically checked against existing tickets for similar issues. If a match is found, it links or references the related tickets, preventing duplicate work and enabling faster resolution. Clients benefit from streamlined support, quicker responses, and consistent handling of recurring issues, improving overall efficiency and customer satisfaction.

4 l) Time Management related with time spent on each ticket : -

This feature tracks the exact time spent on each ticket by agents from start to finish. It provides complete visibility into how long issues take to resolve, helping managers identify bottlenecks, optimize workflows, and allocate resources efficiently. For clients, this means faster issue resolution, improved service quality, and transparent reporting on productivity, ensuring every ticket is handled promptly and effectively.

4 m) Escalate to Agent Manual / Automatic : -

This feature helps manage tickets efficiently by assigning them to the right agent. Tickets can be manually assigned to a specific agent for priority handling or automatically distributed using a round-robin method to balance workload.

Instant notifications ensure quick action, faster resolution, and improved customer satisfaction.
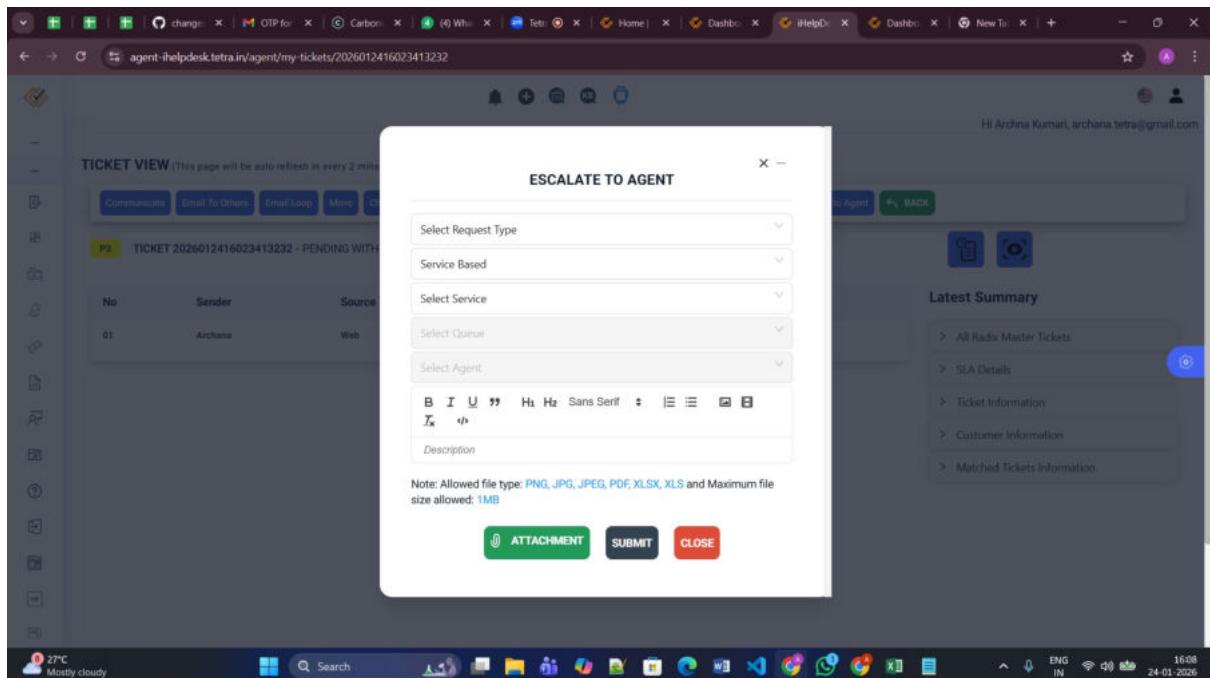
4 n) E-mail loop inclusion of Emails in the Ticket Notification Loops : -

This feature ensures that all relevant stakeholders automatically receive updates on ticket progress via email. By including the appropriate email addresses in the notification loop, users stay informed in real-time about ticket creation, status changes, and resolutions. It enhances transparency, reduces manual follow-ups, and ensures timely communication across teams.
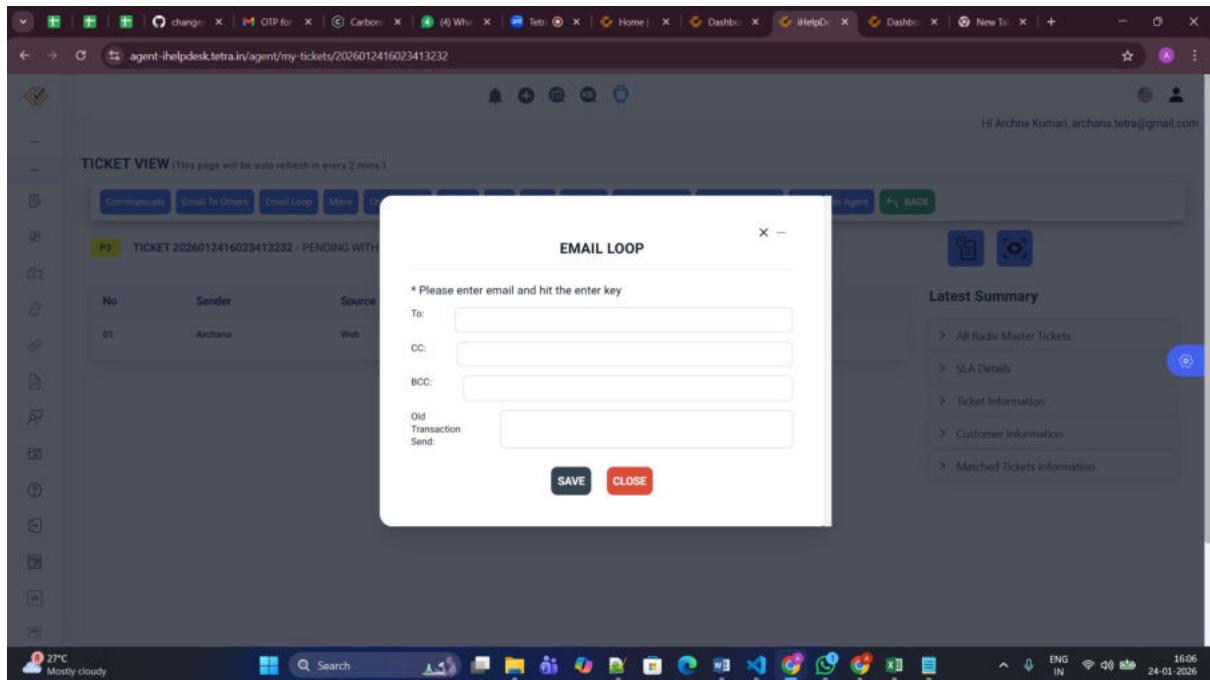
4 o) Reply and Reply to All - for looping transactions of notification : -

This feature enables seamless communication within a ticket by allowing users and support agents to reply or reply to all stakeholders directly from ticket notifications. Every response is automatically captured and linked to the same ticket, ensuring that all conversations remain in one place. This creates a continuous communication loop where customers, support teams, and relevant stakeholders stay aligned, informed, and updated in real time.
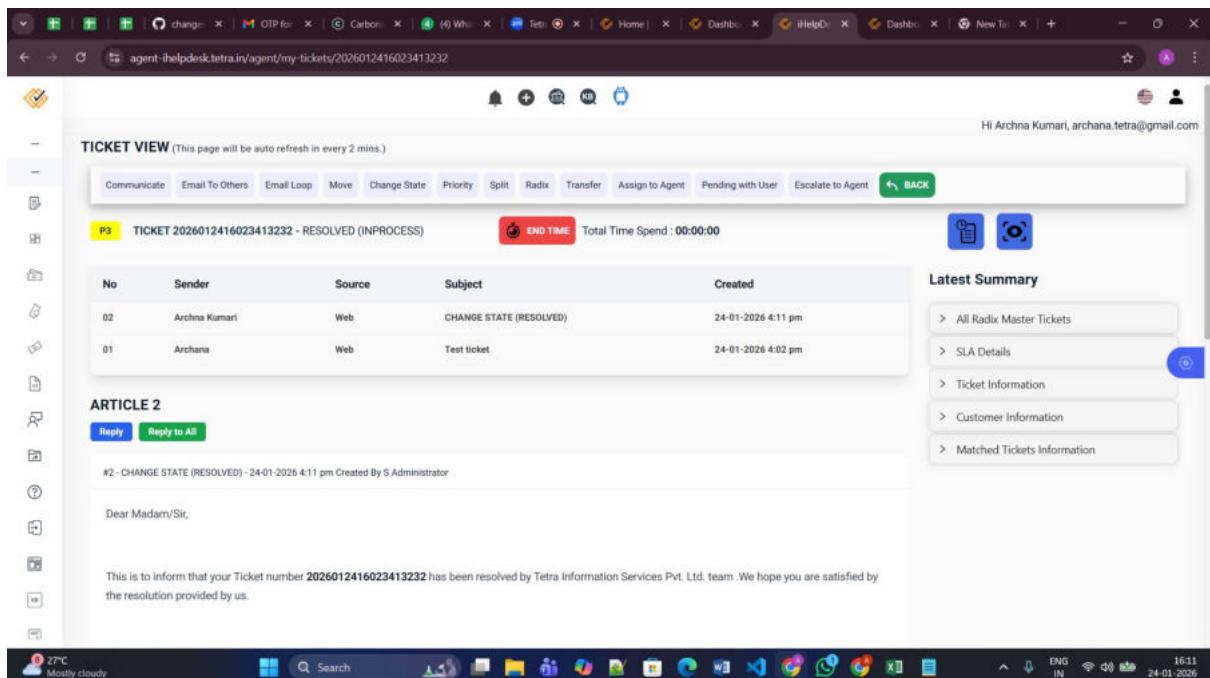
4 p) Priority Change Automatic : -

This feature automatically adjusts the priority of a ticket based on predefined business rules such as issue impact, response time, SLA status, or updated information. As the situation changes, the system intelligently escalates or de-escalates the ticket priority without manual intervention. This ensures that critical issues always receive immediate attention, reduces the risk of SLA breaches, and helps support teams focus on what matters most—delivering faster and more reliable service to customers.
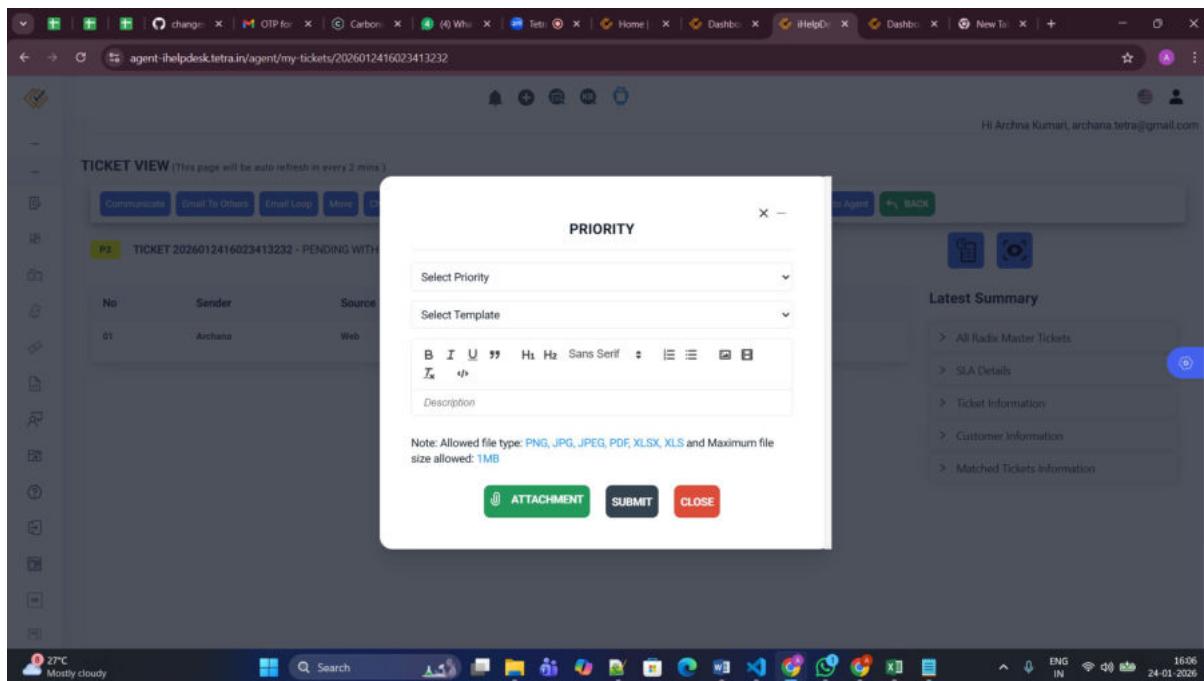
5. Agent Operations & Reports : -

5 a) Noticeboard : -

The Noticeboard acts as a centralized communication space for agents and supervisors, ensuring that important updates are never missed. Administrators can post announcements such as policy changes, process updates, system maintenance alerts, or daily instructions, which are instantly visible to all relevant agents.
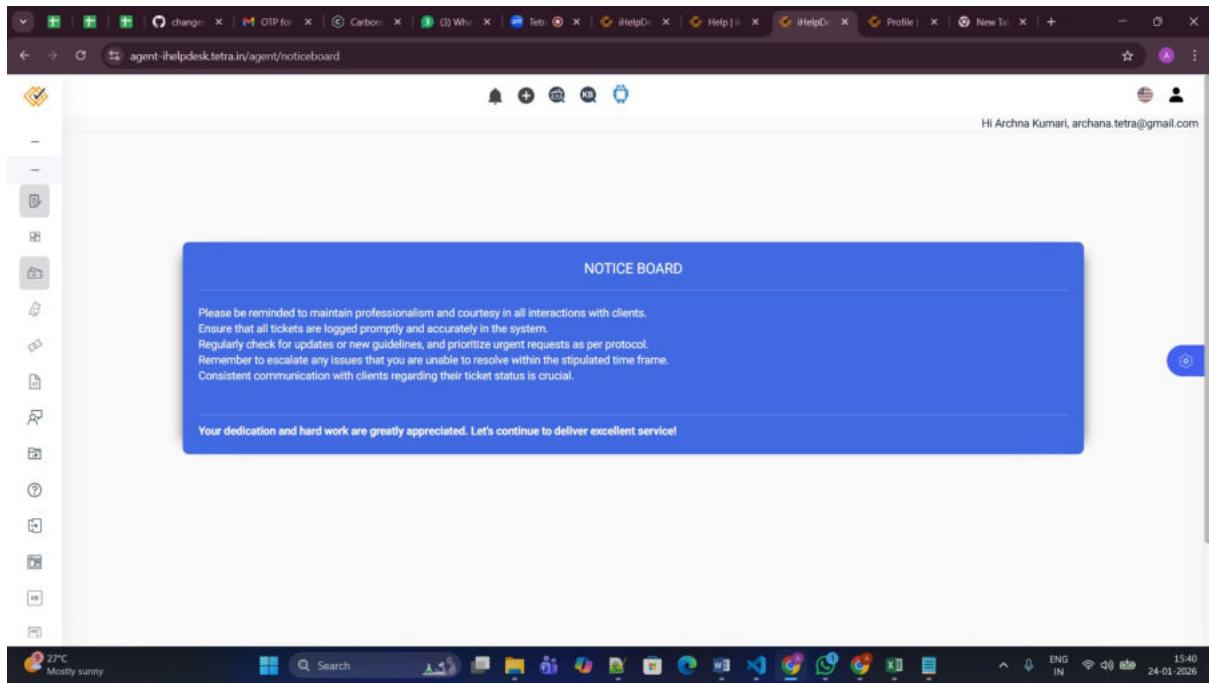
5 b) Ticket Dashboard (Ticket Statistics – Total /New/Closed/ Resolved/Pending/Pending with User/ Rating)/New Tickets & Pending Tickets: -

(Ticket Statistics – Total / New / Closed / Resolved / Pending / Pending with User / Rating) : -

The Ticket Dashboard provides a real-time, visual summary of the entire support operation at a glance. It displays key ticket statistics such as total tickets, newly raised tickets, resolved and closed cases, pending tickets, tickets awaiting user response, and customer ratings. This enables management and support teams to instantly understand workload status, service performance, and customer satisfaction without manual reporting.

New Tickets & Pending Tickets (Agent Operations & Reports) : -

This feature gives agents and supervisors clear visibility into newly assigned and pending tickets within the agent operations and reporting module. It helps teams prioritize work effectively, avoid missed requests, and ensure timely responses. Supervisors can quickly identify bottlenecks, balance workloads across agents, and take proactive action to maintain service quality and SLA commitments.

5 c) Ticket – My Assigned Tickets : -

Agents get a clear, personalized view of all tickets assigned specifically to them in one place. It helps agents stay focused, organized, and accountable by showing only the work they are responsible for. With easy access to ticket details, priorities, and deadlines, agents can manage their tasks efficiently, respond faster to customers, and ensure no request is overlooked. For management, this improves transparency, ownership, and overall service prouctivity.

5 d) Ticket – My Assigned Queues : -

Agents get a clear, personalized view of all tickets assigned to them or their specific queues in one place. It helps agents instantly understand what they are responsible for without searching through the entire system. By organizing tickets based on priority, status, or urgency, agents can focus on the most critical issues first. This results in faster response times, improved productivity, and a more organized support workflow, ultimately delivering a smoother and more reliable service experience for customers.

5 e) Ticket – My Assigned Services : -

Agents get a clear, personalized view of all tickets and services assigned specifically to them. Instead of searching through multiple queues or dashboards, agents can instantly see what they are responsible for, helping them stay focused and organized.

## 5 f) Ticket convert to Knowledgebase : -

Support agents can instantly convert resolved tickets into knowledge base articles. Valuable solutions, troubleshooting steps, and best practices captured during real customer interactions are stored for future use. This helps organizations build a continuously growing knowledge repository, reduce repeated issues, improve first-time resolution rates, and empower both agents and users with proven, ready-to-use solutions—ultimately lowering support costs and enhancing customer satisfaction.

5 g) Ticket – Search (Date / Ticket No) : -

Support agents and supervisors can quickly locate specific tickets using simple search options such as date range or ticket number. Instead of manually scrolling through large ticket lists, users can instantly retrieve the exact record they need. This saves valuable time, improves operational efficiency, and allows teams to respond faster to customer queries, audits, or follow-ups—resulting in a smoother and more professional support experience.


5 h) Ticket – Advance Search (Status/Source/Queue/State Agent/Complainer:-

Support agents and supervisors can quickly find the exact tickets they need using multiple smart filters. Tickets can be searched based on status, source of

request, assigned queue, current state, responsible agent, or the person who raised the complaint. Instead of manually scanning long ticket lists, teams can instantly narrow down results and focus on what matters most. This significantly improves productivity, reduces response time, and ensures faster, more accurate customer support.
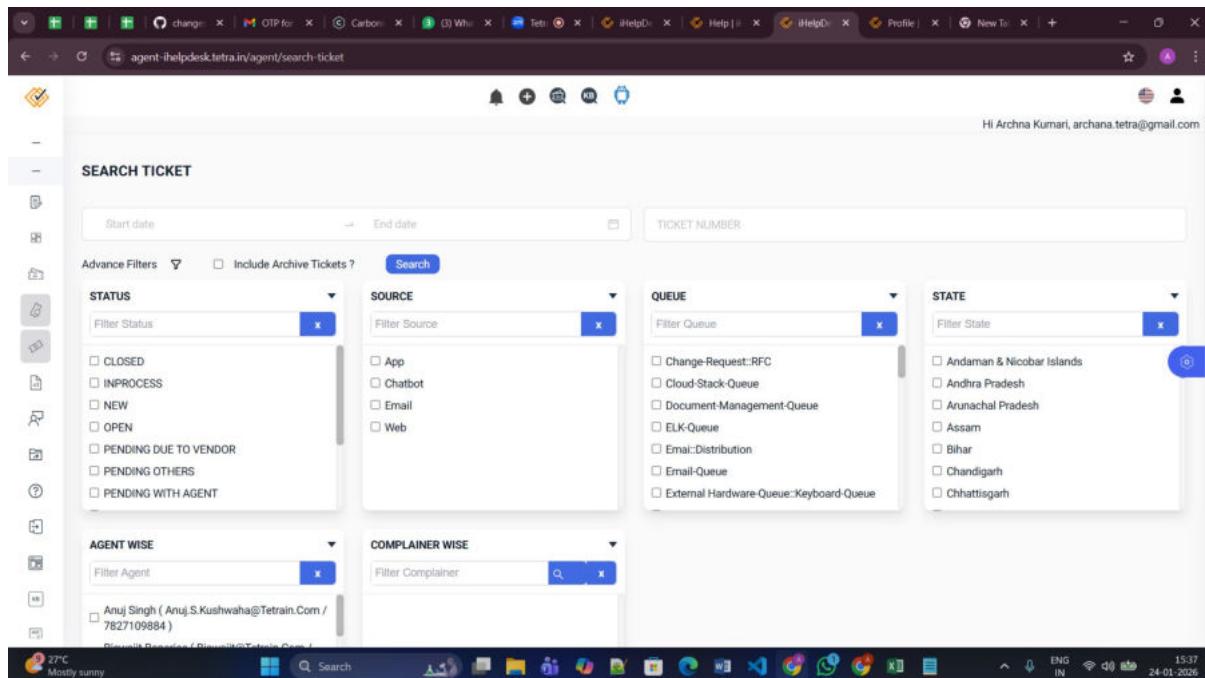
5 i) Submit Ticket on behalf of Complainer : -

Support agents can raise a ticket on behalf of the complainer when the user is unable to do so themselves. Whether the issue is reported via phone call or verbal communication, the agent can quickly log the request into the system with complete and accurate details. This ensures no customer concern goes unrecorded, improves response time, and delivers a smooth support experience even when users are not directly interacting with the portal.
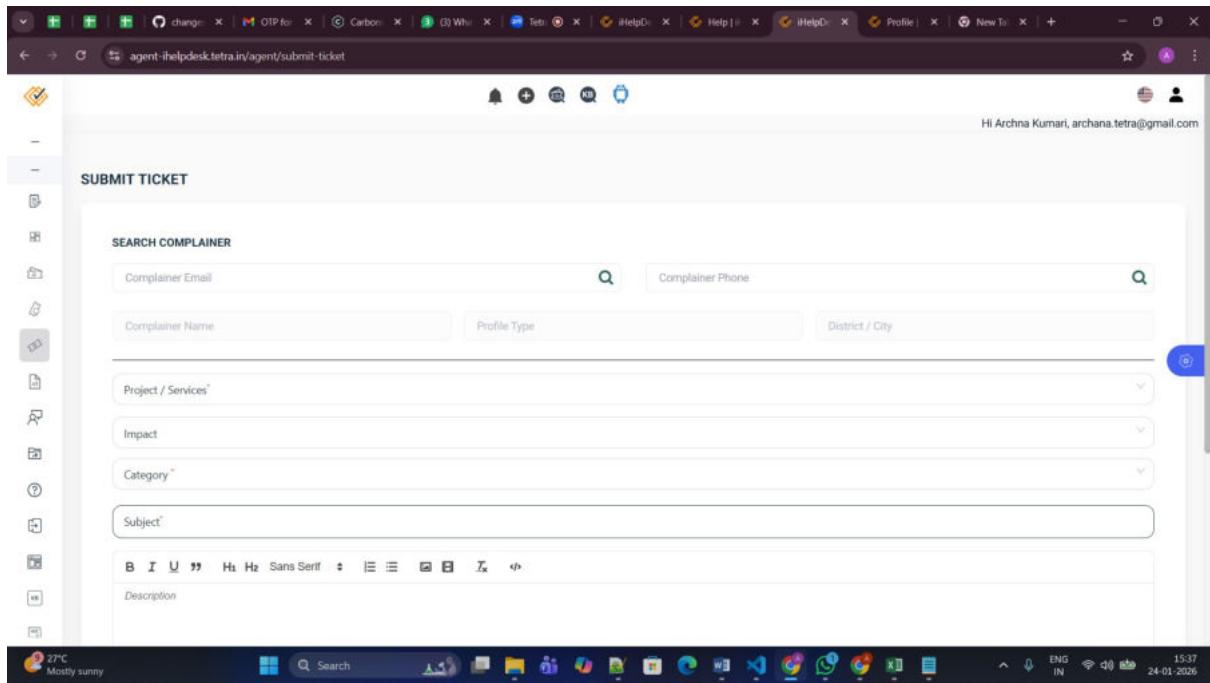
5 j) Add and Edit Complainer Profile (OTP Based) : -

Support agents can securely add new complainer profiles or update existing customer details using OTP-based verification. The OTP ensures that any profile creation or modification is authorized and accurate, protecting customer data from unauthorized changes.
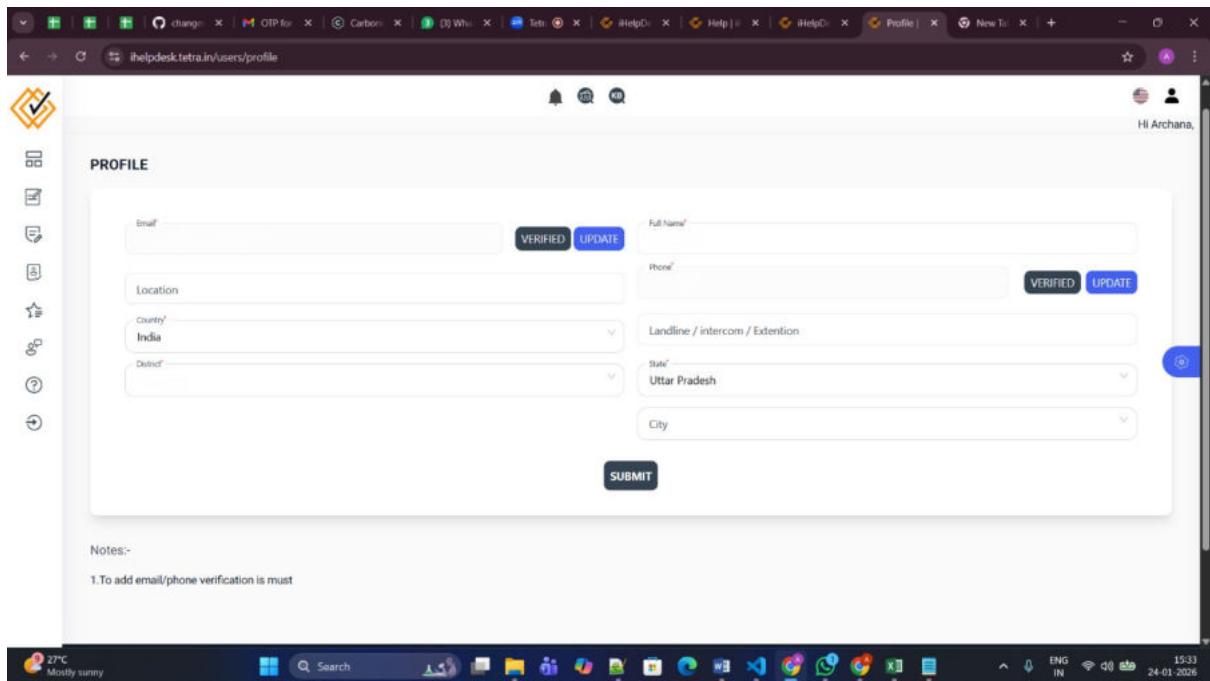
5 k) Agent – out of office marking : -

Support agents can mark themselves as Out of Office whenever they are on leave or unavailable. Once marked, the system automatically stops assigning new tickets to that agent and redistributes them to available team members. This ensures customer requests are not delayed due to agent unavailability. For management, it provides clear visibility into agent availability, improves workload planning, and maintains consistent service levels even during absences.
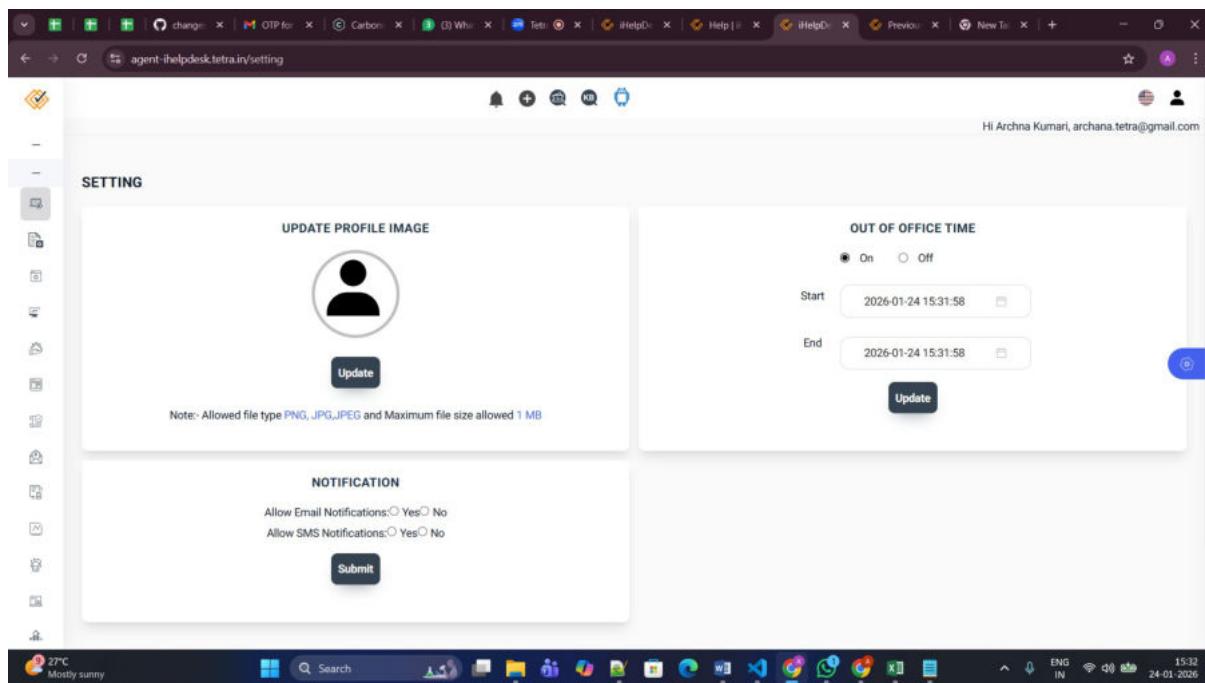
5 l) Agent – Mobile app : -

Agent Mobile App empowers your field agents to efficiently manage their tasks and operations on the go. With real-time access to assignments, service updates, and customer requests, agents can respond faster, track progress, and ensure timely resolutions. The app also provides detailed reporting and performance insights, enabling supervisors to monitor productivity, streamline workflows, and make data-driven decisions.

5 m) Agent Notification : -

Agent Notification feature ensures that every agent stays informed in real-time about updates, tasks, or actions requiring their attention. It helps streamline

communication, improves responsiveness, and reduces delays in handling tickets or operations. Agents receive timely alerts on key events, empowering them to act swiftly and maintain high service efficiency.

5 n) Agent Start/End Time : -

The system accurately tracks when each agent begins and completes work on a ticket. It helps monitor performance, optimize workforce allocation, and maintain accountability. Teams can use this insight to analyze agent availability, identify peak activity periods, and enhance overall operational efficiency.
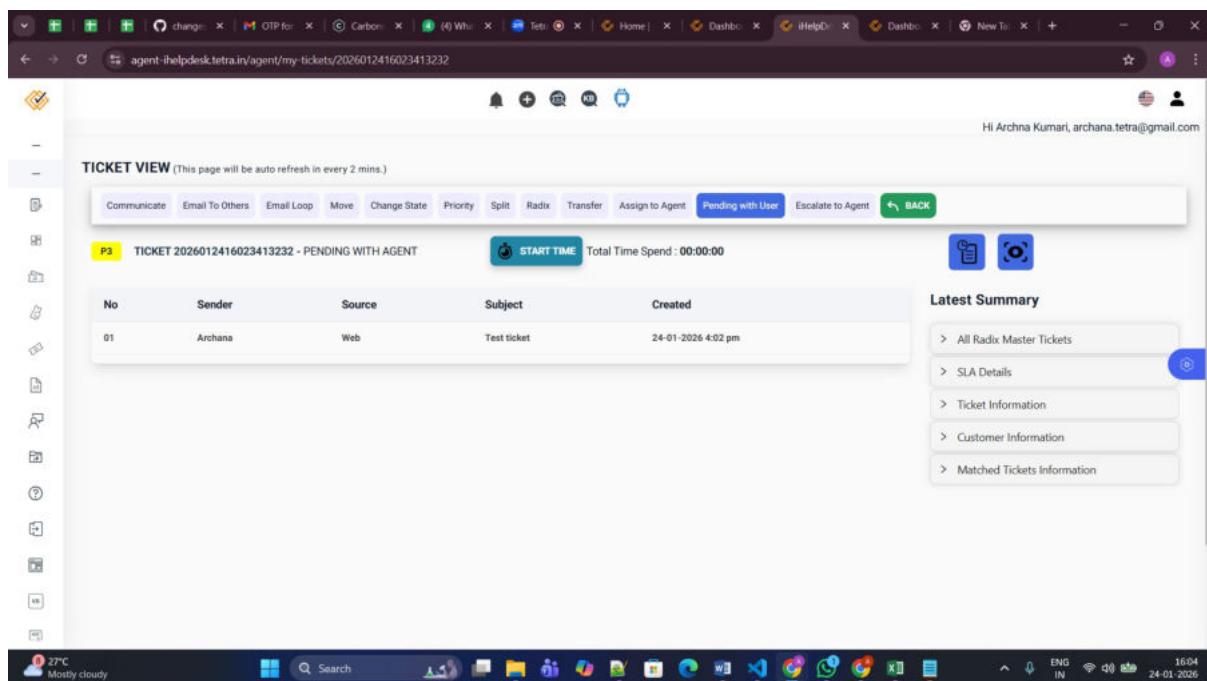
6. Service Catalog : -

6 a) New Services : -

Our Service Catalog now includes newly added services designed to simplify your operations and enhance efficiency. Each service is carefully curated to meet modern business needs, ensuring seamless integration, faster onboarding, and an improved user experience. Clients can easily explore, request, and track these services through a centralized, intuitive platform, making service management effortless and transparent.

6 b) Service Creation approval workflow : -

Our Service Catalog ensures that any new service added goes through a structured approval workflow to maintain quality, compliance, and alignment with organizational standards. When a service is proposed, it is automatically routed to the relevant stakeholders for review. Each stage of the workflow—submission, review, approval, and activation—is tracked and monitored, ensuring transparency and accountability.

6 c) Service Dashboard : -

The Service Dashboard provides a clear and interactive overview of all services available within the catalog. It allows users to quickly track service status, monitor requests, and access key information at a glance. With intuitive visualizations and real-time updates, the dashboard simplifies service management, helping organizations make informed decisions, improve efficiency, and enhance user experience.
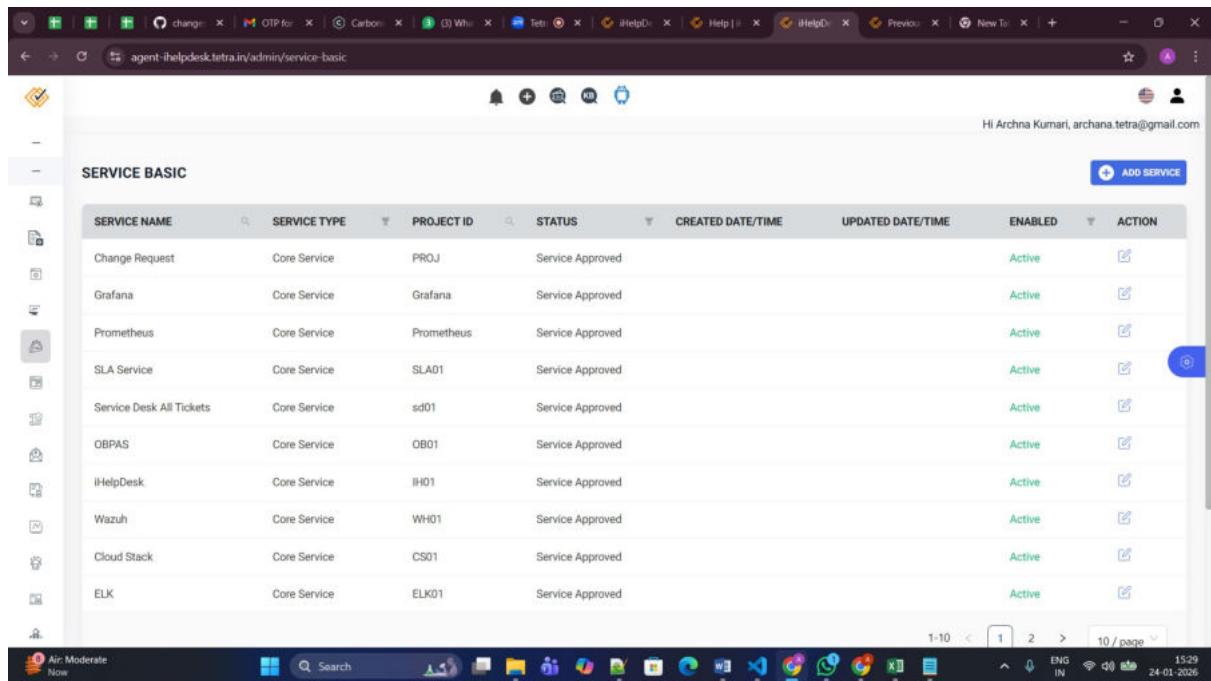
6 d) Service onboarding : -

Our Service Catalog streamlines the onboarding of new services, providing a smooth, guided process that ensures quick setup and seamless integration. It centralizes service management, enhances visibility, and accelerates deployment, helping your teams focus on delivering value rather than managing processes.

ONBOARDED SERVICE

18 SERVICE ONBOARDED	**0** PENDING WITH ONBOARDING ADMIN	**0** PENDING WITH IHELPDESK HOD	**0** PENDING WITH SERVICE HOD

SERVICE NAME	SERVICE TYPE	PROJECT ID	ENABLED	STATUS	INITIATED DATE	ACTIVATION DATE
Change Request	Core Service	PROJ	Active	Service Approved		
Grafana	Core Service	Grafana	Active	Service Approved		
Prometheus	Core Service	Prometheus	Active	Service Approved		
SLA Service	Core Service	SLA01	Active	Service Approved		
Service Desk All Tickets	Core Service	sd01	Active	Service Approved		
OBPAS	Core Service	OB01	Active	Service Approved		
iHelpDesk	Core Service	IH01	Active	Service Approved		
Wazuh	Core Service	WH01	Active	Service Approved		
Cloud Stack	Core Service	CS01	Active	Service Approved		

## 6 e) Provision of 9*5 (5 days support) 24*7 Support :-

Provision of 9×5 (5 Days Support) | 24×7 Support in Service Catalog

9×5 Support (5 Days a Week): Our service catalog offers dedicated support during regular business hours, 9 AM to 5 PM, Monday through Friday. This ensures timely assistance for all standard requests and incidents during your working days.

24×7 Support: For critical services requiring uninterrupted attention, we provide round-the-clock support, available 24 hours a day, 7 days a week. This guarantees that any urgent issues are addressed immediately, minimizing downtime and ensuring business continuity.

6 f) Service / Category / Sub Category based Ticket Routing (Multip le Flows):-

Our platform intelligently directs tickets based on the service, category, and sub-category selected by the user. This ensures each request reaches the right team instantly, improving response times and reducing manual intervention. With multiple routing flows, complex service structures are handled seamlessly, allowing your organization to manage requests efficiently while maintaining high service quality.

7. AI Knowledge Base

7 a) Knowledgebase workflow for KB Creation : -

Our AI Knowledge Base simplifies knowledge management by turning information into clear, accurate, and easily searchable articles. Each article is carefully reviewed and published for instant access, while continuous AI-driven updates ensure the content remains current and reliable, helping teams find answers quickly and work more efficiently.

7 b) Levels of Visibility : -

Our AI Knowledge Base organizes information so the right content reaches the right people. Some information is public for customers, some is internal for employees, and some is restricted based on roles or sensitivity. This ensures everyone gets the information they need quickly, while keeping critical data secure and well-managed.

7 c) AI Search : -

Our AI-powered search allows users to quickly and accurately find the information they need from our knowledge base. Using intelligent algorithms, it understands queries in natural language, retrieves relevant answers instantly, and ensures users get precise, context-aware results. This reduces search time, improves efficiency, and enhances decision-making by providing the right information at the right moment.

7 d) AI Capabilities : -

Our AI Knowledge Base uses advanced artificial intelligence to provide fast, accurate, and context-aware information. It understands natural language queries and delivers precise answers instantly. The system can suggest relevant

articles and resources proactively, guiding users to information they might not even know exists. It offers step-by-step assistance to resolve issues quickly, reducing manual effort. Over time, it learns from user interactions and feedback, keeping information up-to-date and relevant. Additionally, it provides insights based on usage patterns, enabling smarter decisions and improving overall efficiency.

8. Dashboards : -

8 a) Ticket Dashboard : -

The Ticket Dashboard provides a clear, real-time overview of all support tickets in one centralized screen. It allows support teams to instantly see how many tickets are open, in progress, or resolved, along with their priority and status. This helps in quick decision-making, better workload management, and ensures that no critical issue is overlooked, ultimately improving service efficiency and customer satisfaction.

8 b) Service Onboarding Dashboard : -

The Service Onboarding Dashboard provides a clear and simple view of how new services are being onboarded within the organization. It shows the current status of each onboarding step, helping stakeholders quickly understand what

is completed, what is in progress, and what requires attention. This improves transparency, reduces delays, and ensures a smooth and well-coordinated service onboarding experience for both business teams and customers.

8 c) Ticket Trends : -

The Ticket Trends dashboard gives a quick visual summary of overall support activity, showing counts of new, open, resolved, and closed tickets, along with service ratings. It includes today's hourly ticket creation and resolution trends and last 7 days ticket trends to help teams track workload and performance over time.

The dashboard also displays ticket creation traffic sources, service-wise ticket counts, and state-wise and company-wise ticket distribution charts, enabling easy analysis of demand patterns, service usage, and regional or client-level support activity.
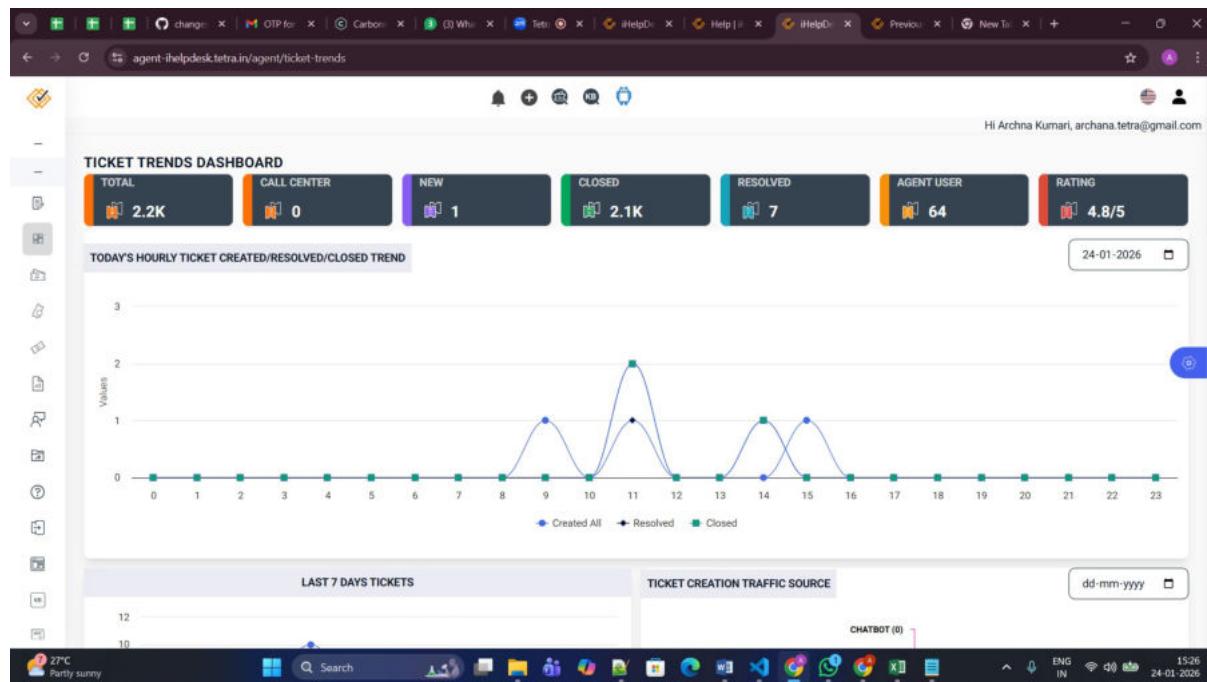
## 8 d) Ticket Details Dashboard : -

The Ticket Details Dashboard acts as a single, real-time control center for monitoring and managing all support tickets across the organization. It presents key metrics such as total tickets, new and open tickets, pending tickets, resolved and closed tickets, and agent availability in a visually clear and easy-to-understand format. This gives stakeholders an instant snapshot of current support performance without needing to analyze raw data.

By offering QTD (Quarter-to-Date), YTD (Year-to-Date), and comparative insights, the dashboard helps management track trends, measure growth, and evaluate operational efficiency over time. Metrics like resolution time, happiness index, self-service adoption, and technician-to-ticket ratio enable data-driven decisions to improve service quality, optimize resources, and enhance customer satisfaction. Overall, the Ticket Details Dashboard ensures better visibility, faster decisions, and stronger control over the entire support ecosystem.
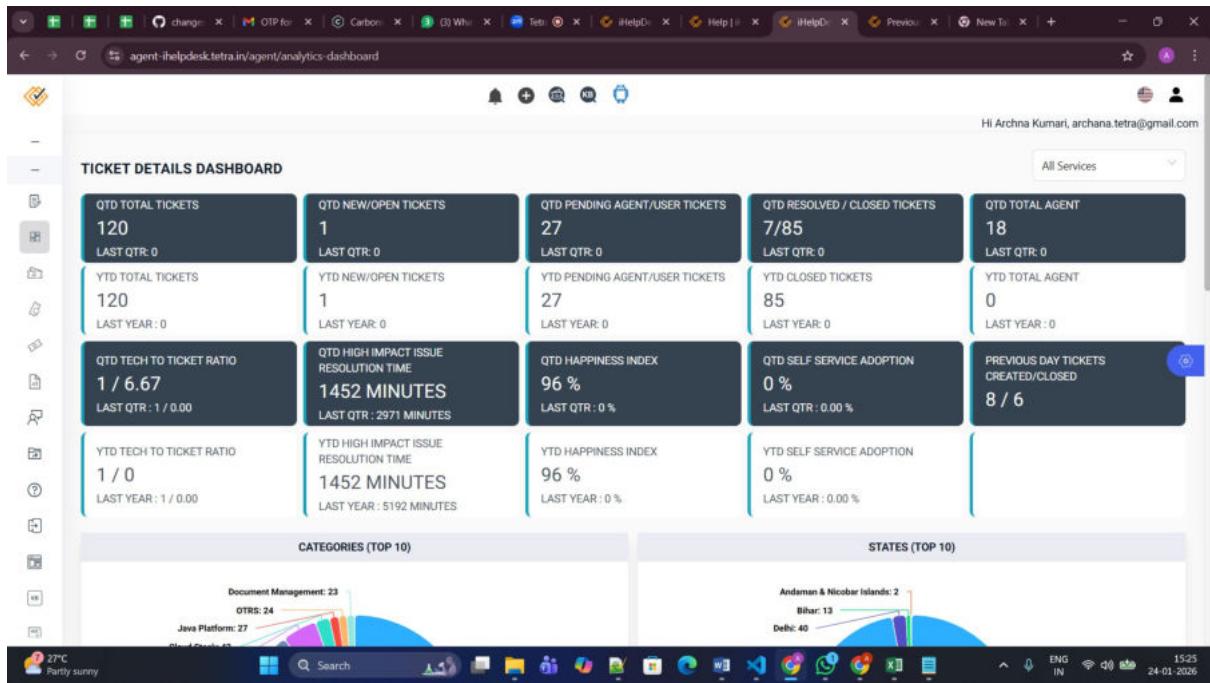
8 e) Ticket Journey : -

The Ticket Journey feature provides complete visibility into the life cycle of a ticket from the moment it is raised until it is resolved and closed. It allows clients and support teams to clearly see each stage—such as creation, assignment, in-progress, escalation, and closure—along with timestamps and actions taken. This transparency builds trust, improves accountability, and ensures that no request is overlooked. For management, it offers confidence that every issue is tracked systematically and handled within defined service standards, resulting in a smoother and more predictable support experience.
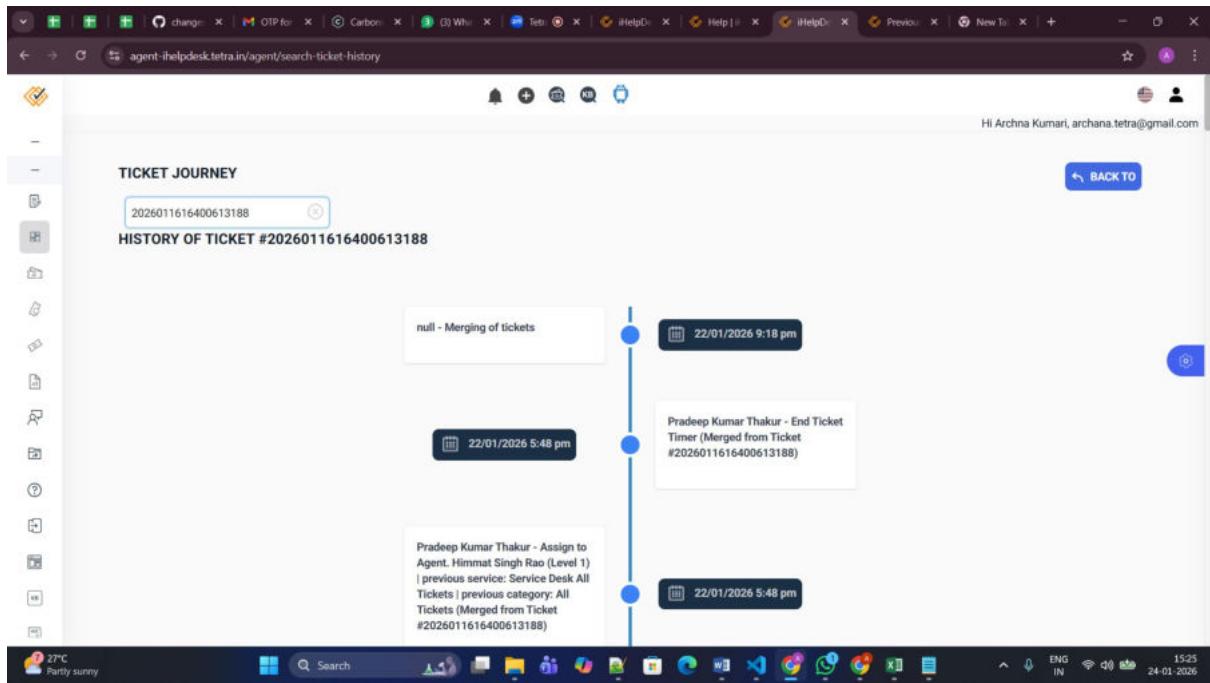
8 f) Monthly Analytics : -

Monthly Analytics provides a clear month-wise summary of helpdesk performance, showing ticket inflow, open, pending, resolved, and closed cases in one view. It highlights key service metrics such as first response time, resolution time, and first call resolution, helping organizations quickly assess service efficiency.

With visual charts and smart filters, it enables easy tracking of trends, priorities, and workload, supporting better planning, SLA monitoring, and informed management decisions.
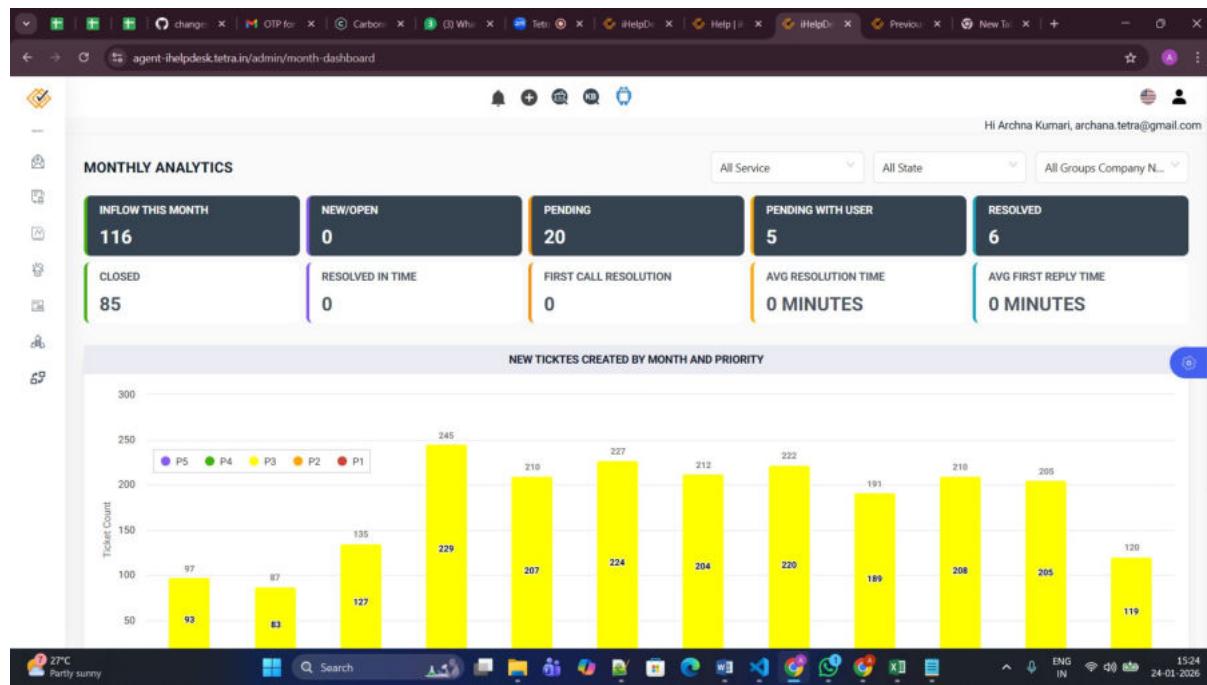
8 g) Annual Analytics : -

Annual Analytics provides a clear year-wise view of tickets created and closed, helping organizations quickly understand support performance trends. The visual comparison highlights workload growth, resolution efficiency, and overall service effectiveness. This enables management to make data-driven decisions, plan resources better, and continuously improve customer support operations.
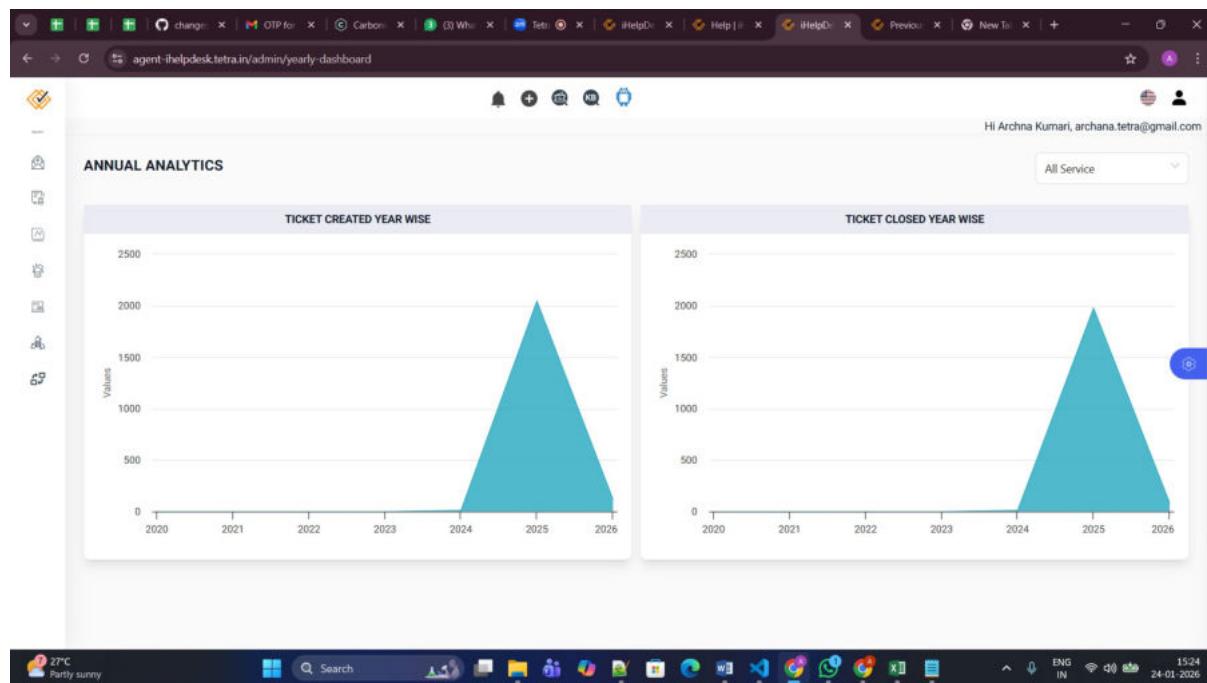
8 h) Ageing Analytics : -

Ageing Analytics provides a clear, visual snapshot of how long tickets have been open, helping management instantly understand where delays are building up. Tickets are grouped into easy-to-understand time buckets (such as 0–1 days, 3–4 days, 7–21 days, or more than 21 days) and further classified by priority levels. This makes it simple to identify overdue or high-risk tickets, take timely action, and prevent SLA breaches. By highlighting ageing trends, this feature helps organizations improve response times, optimize team performance, and ensure faster, more reliable service delivery.

8 i) Admin Dashboard : -

The Admin Dashboard provides a complete snapshot of the system at a glance. It includes count cards that display key numbers such as total complainants, agents, companies, and departments for quick visibility. Along with this, the dashboard features multiple analytical charts that visually present ticket activity, user and agent logins, OTP usage, traffic sources, and last-7-day trends. These charts help administrators easily monitor system usage, support performance, and overall operational health in one centralized view.
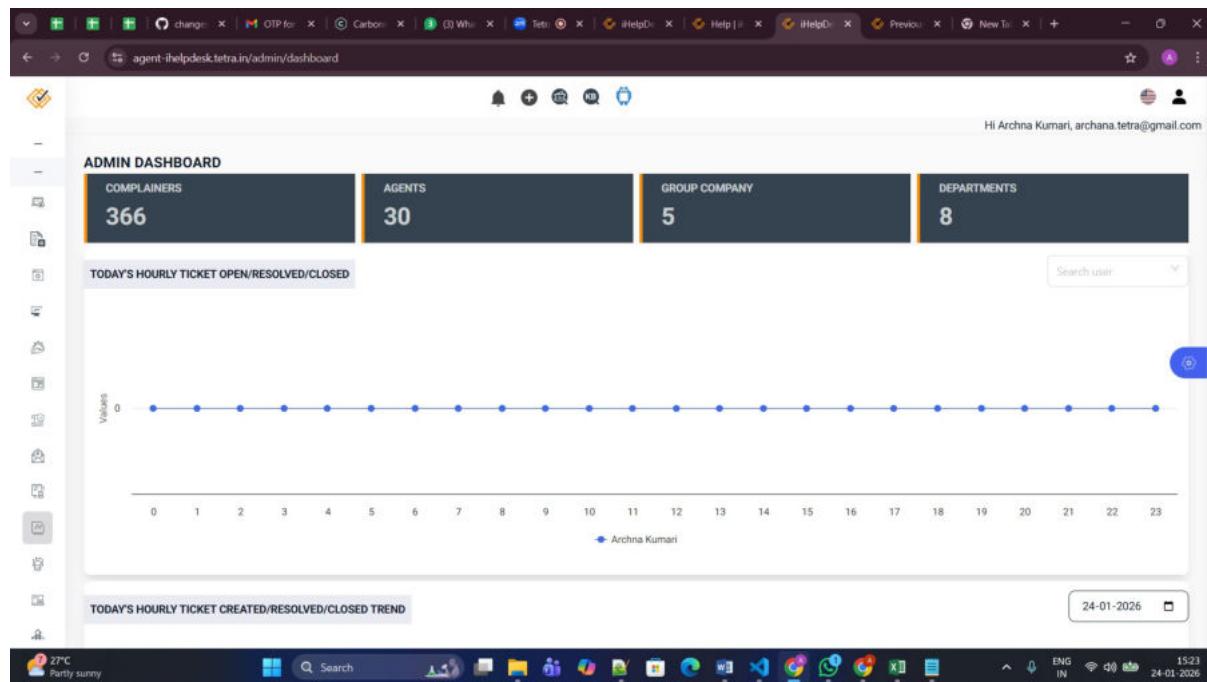
8 j) Vender Wise Report : -

This feature provides a clear and organized view of all your vendors in one place. It allows you to track vendor-specific data . With this report, you can quickly identify top-performing vendors, monitor vendor activity, and make informed decisions to optimize your vendor relationships. The dashboard presents this information visually, making it easy to analyze trends and gain actionable insights at a glance.

8 k) Group Wise Report : -

The Group Wise Report provides a clear and structured view of tickets and activities categorized by different groups within the system. This report helps management and team leads easily track workload distribution, performance, and efficiency across multiple groups from a single dashboard.

8 l) Assets Dashboard : -

The Assets Dashboard provides a clear, centralized view of all organizational assets in one place. It helps stakeholders quickly monitor asset status, usage, and ownership without needing technical knowledge. Through visual summaries and key metrics, clients can easily track active, inactive, and assigned assets, ensuring better control, transparency, and decision-making. This dashboard supports efficient asset management by reducing manual tracking, minimizing errors, and improving overall operational visibility.

8 m) Company Wise / Country Wise Dashboard : -

The Company Wise / Country Wise Dashboard provides a clear and consolidated view of ticket and service performance across different companies and countries. It helps management quickly understand how operations are performing region-wise and organization-wise from a single screen.

9. SMART Admin : -

9 a) Complainer Dashboard : -

The Complainer Dashboard provides a complete overview of all complaint tickets along with their current status and detailed information. It enables users to track every complaint from creation to resolution in one centralized view.
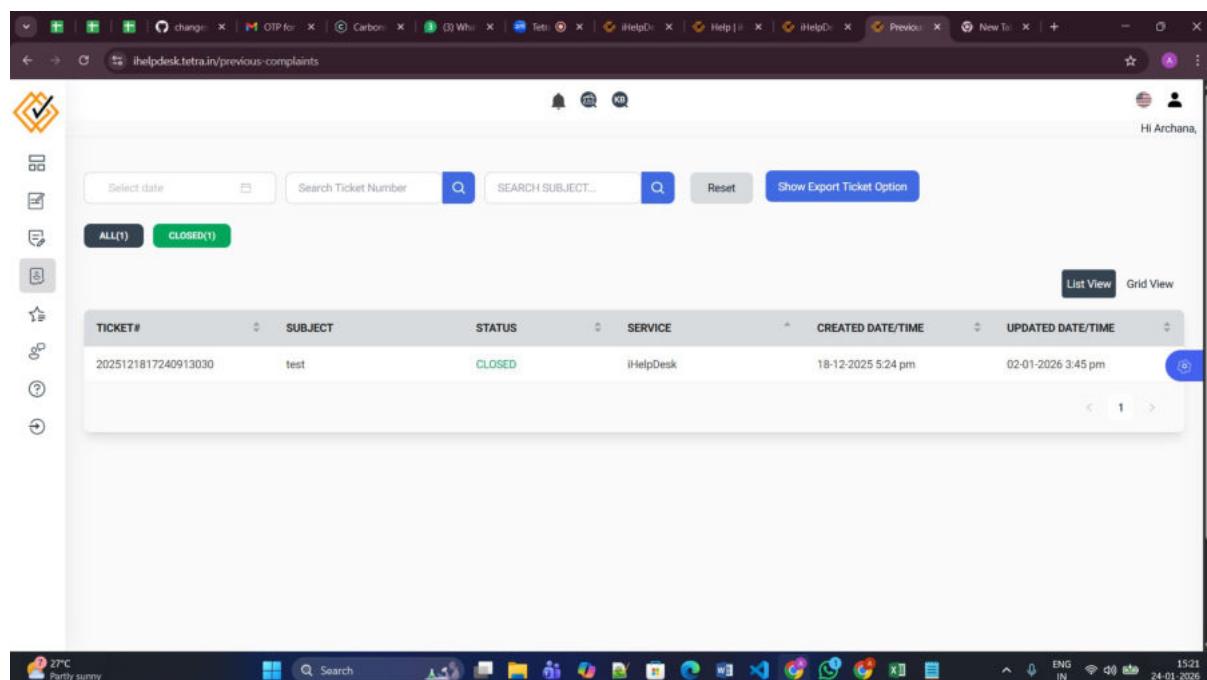
9 b) Agent Dashboard : -

The Agent Dashboard provides a clear, real-time view of all agent activities in one place. It helps administrators and supervisors monitor ticket volumes, agent workload, response times, and resolution status at a glance. With easy-to-understand visuals and summaries, decision-makers can quickly identify bottlenecks, balance workloads, and ensure service levels are consistently met. This dashboard enables better control, improved productivity, and faster, data-driven management of support operations.
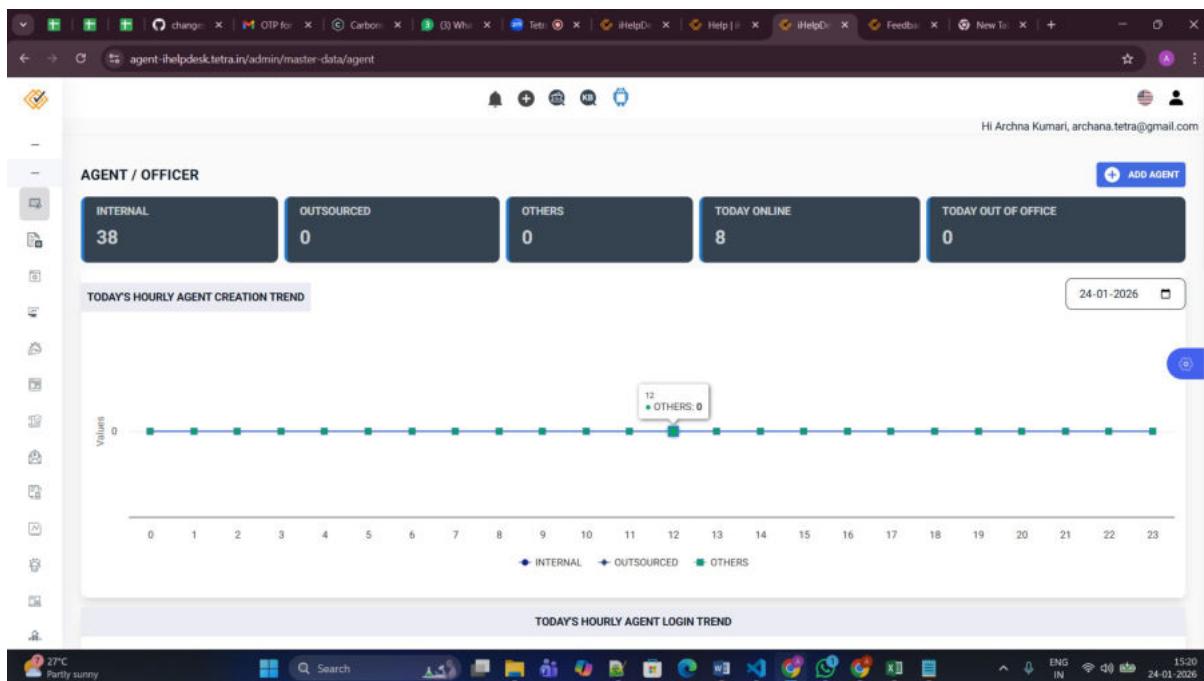
9 c) Queues Dashboard : -

how many queues exist, their names, and current status, giving administrators instant visibility into workload distribution and ticket flow. With this dashboard, managers can quickly identify active, pending, or idle queues, helping to optimize resource allocation, monitor performance, and ensure timely resolution of issues.
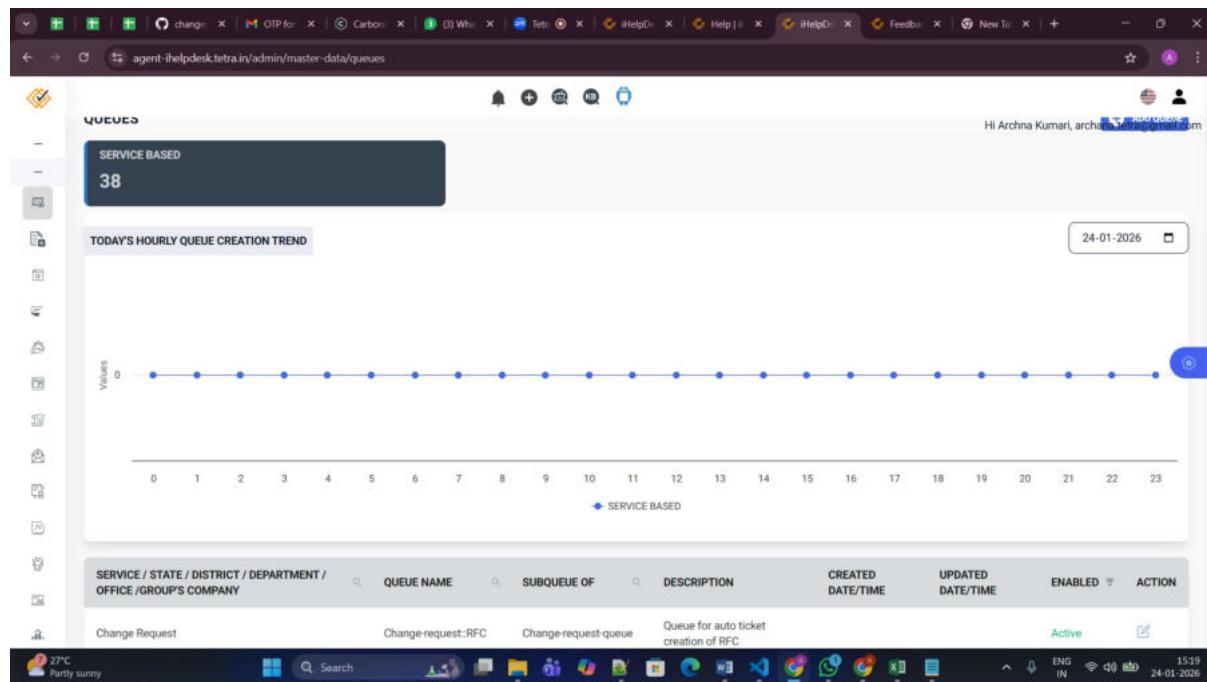
9 d) Queue Users Dashboard : -

This dashboard shows which users are assigned to which queues. You can see their names, emails, roles, and contact details in one place. It helps manage tasks efficiently, track workloads, and keep your team organized.

9 e) FTR Reports : -

Our FTR Reports help track how effectively issues are resolved on the first attempt. By measuring First Time Resolution (FTR), SMART Admin ensures faster problem-solving, reduces repeat follow-ups, and improves overall customer satisfaction.
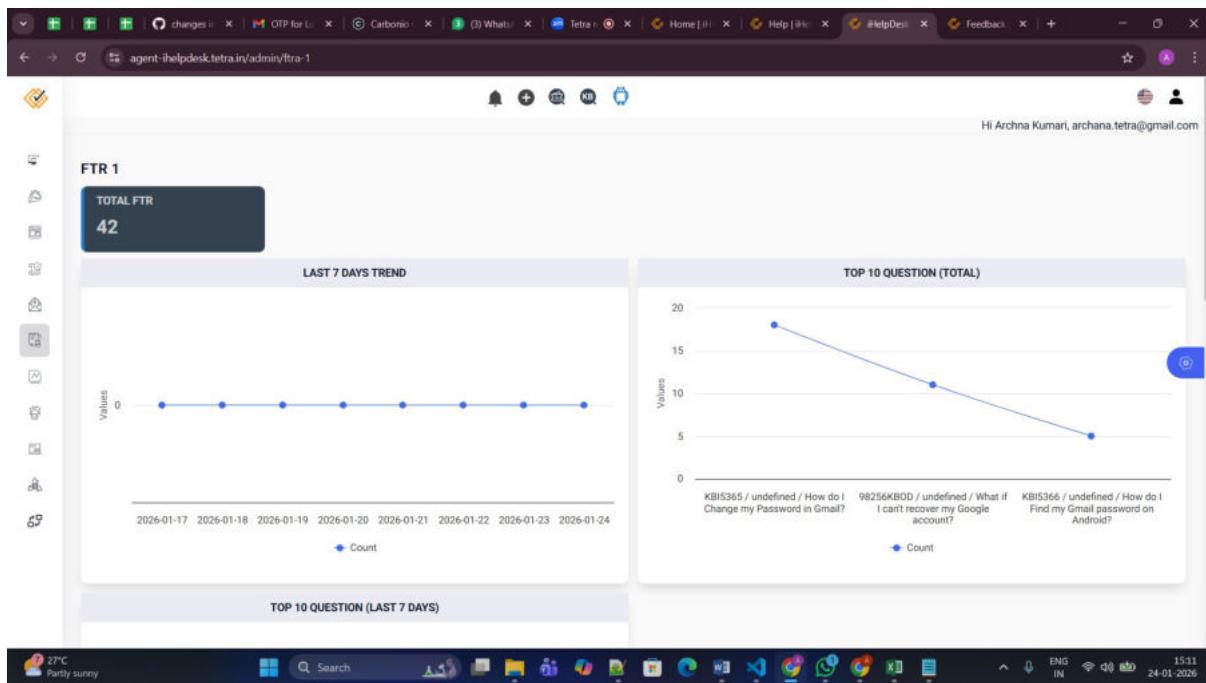

9 f) Configurable Data : -

Configurable Data in SMART Admin allows you to easily customize and manage the information that matters most to your business. With this feature, you can adjust settings, update fields, and organize data exactly the way your team works, without needing any technical support. It gives you full control, improves efficiency, and ensures that your system adapts to your unique business needs—making daily operations smoother and faster.

9 g) Roles and Permissions : -

In SMART Admin, Roles and Permissions make it easy to control who can do what in your system. This ensures the right people have access to the right features, keeping your data safe and your team efficient.

Roles: Think of a role as a "job title" in your system, like Admin, Manager, or Employee. Each role has a set of responsibilities.

Permissions: Permissions define exactly what a role can do, such as view reports, edit data, or manage users.

9 h) Marking as a VIP User : -

Marking as a VIP User means giving you exclusive access and special privileges as one of our valued clients. VIP status ensures you receive personalized offers, early access to new products or services, priority support, and rewards designed to enhance your experience with us. It's our way of recognizing your loyalty and making your journey with us more rewarding.

10. Security Features

Our platform ensures your data is always safe and secure. With advanced encryption, multi-factor authentication, and regular security audits, we protect your information from unauthorized access. You can trust us to keep your data private, secure, and compliant with industry standards.

11. Advanced Analytics :-

Advanced Analytics uses smart data techniques to uncover insights, predict trends, and help your business make informed decisions faster. It turns complex data into clear actions, driving growth and efficiency.

12. Advanced Reporting : -

12 a) All Tickets : -

The All Tickets report shows all support tickets in one place with key details like status, priority, assigned agent, and dates.

You can filter tickets, track response and resolution times, export data to Excel, and email reports easily.

This helps teams monitor performance, manage workload, and make quick decisions.

12 b) HelpDesk Ticket Count (Created/Resolved/Closed/Pending) vs Source/Priority/Service : -

This report provides a detailed view of HelpDesk tickets by showing how many tickets are Created, Resolved, Pending, and Closed during a selected time period.

Tickets are categorized by Source (email, web, chatbot, app), Priority (P1–P5), and Service, helping identify where requests are coming from, which issues are most critical, and which services receive the most support queries.

The report helps management monitor workload, track service performance, identify bottlenecks, and improve response planning with clear visual insights.
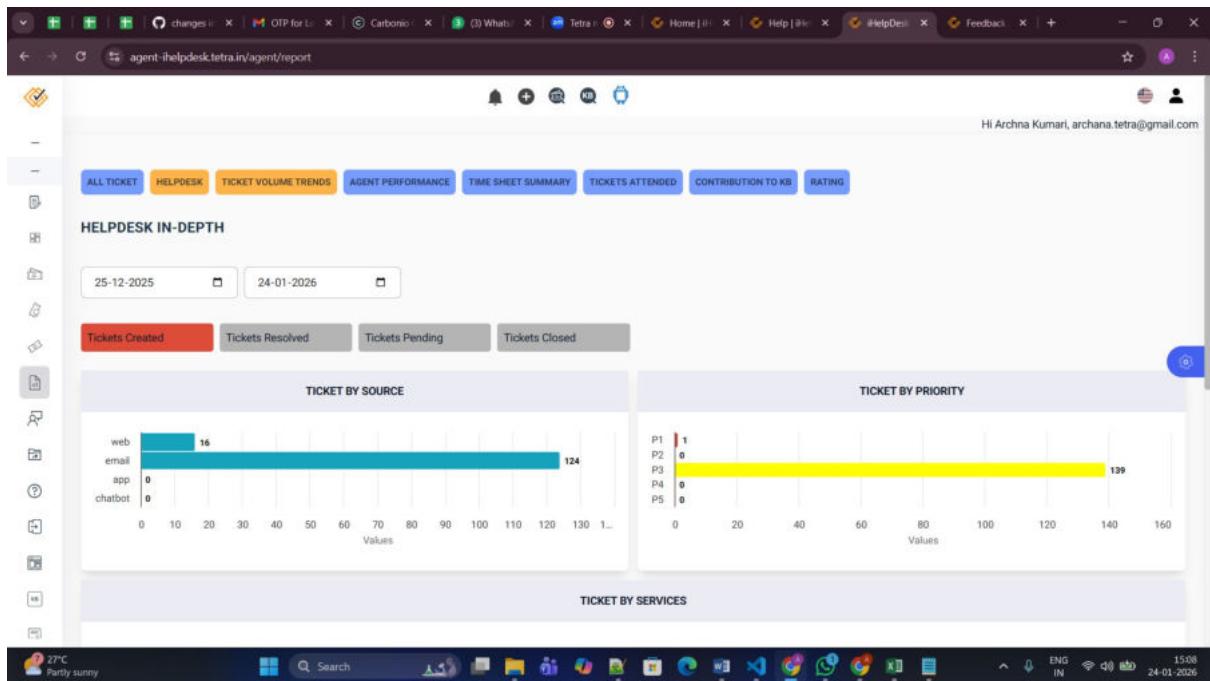
12 c) Ticket Volume Trends wrt Total, Closed, Within SLA : -

This report shows ticket trends over time, including Total Tickets, Closed Tickets, and Tickets Resolved Within SLA.

It helps track support demand, measure resolution efficiency, and ensure service levels are being met consistently.
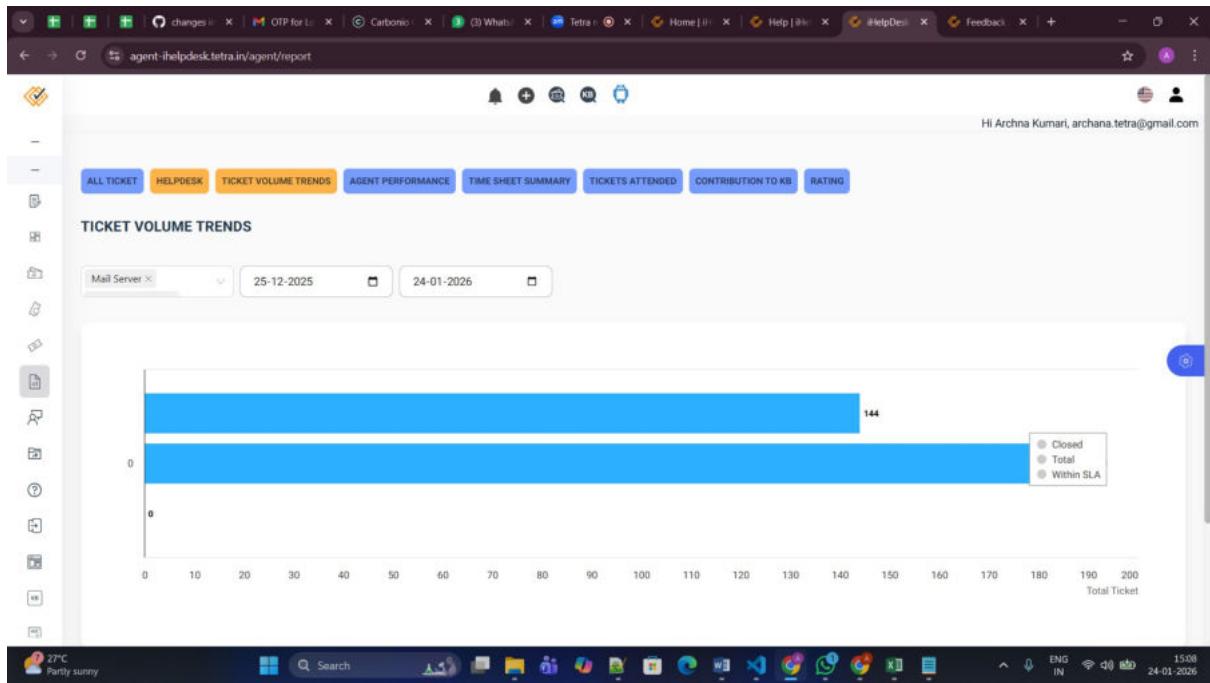
12 d) Agent Performance (Created/Resolved/Closed/Pending) vs Source/Priority/Queue : -

This report shows the number of tickets Created, Resolved, Closed, and Pending by each agent, grouped by Source, Priority, and Queue.

It helps evaluate agent workload, response efficiency, and performance across different ticket types for better team management and planning.
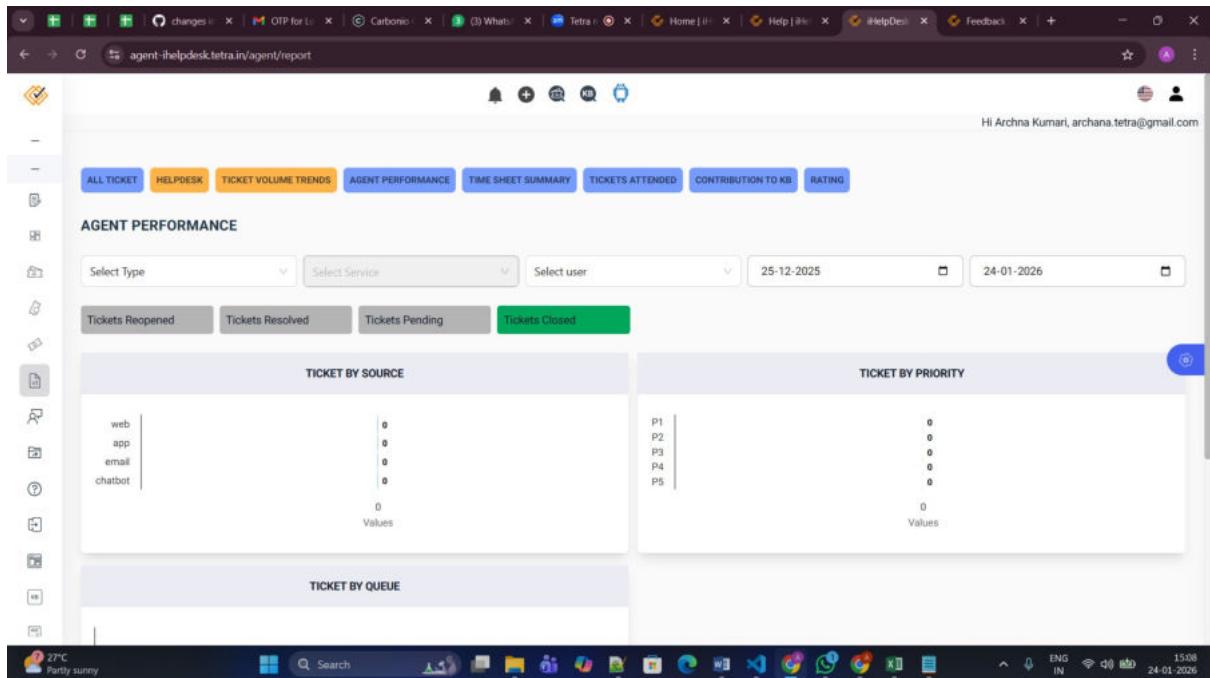
12 e) Agent – Time Sheet Summary : -

This report shows how agents spend their time on tickets and support activities during a selected period.

It helps track productivity, understand workload distribution, and ensure efficient use of support resources.
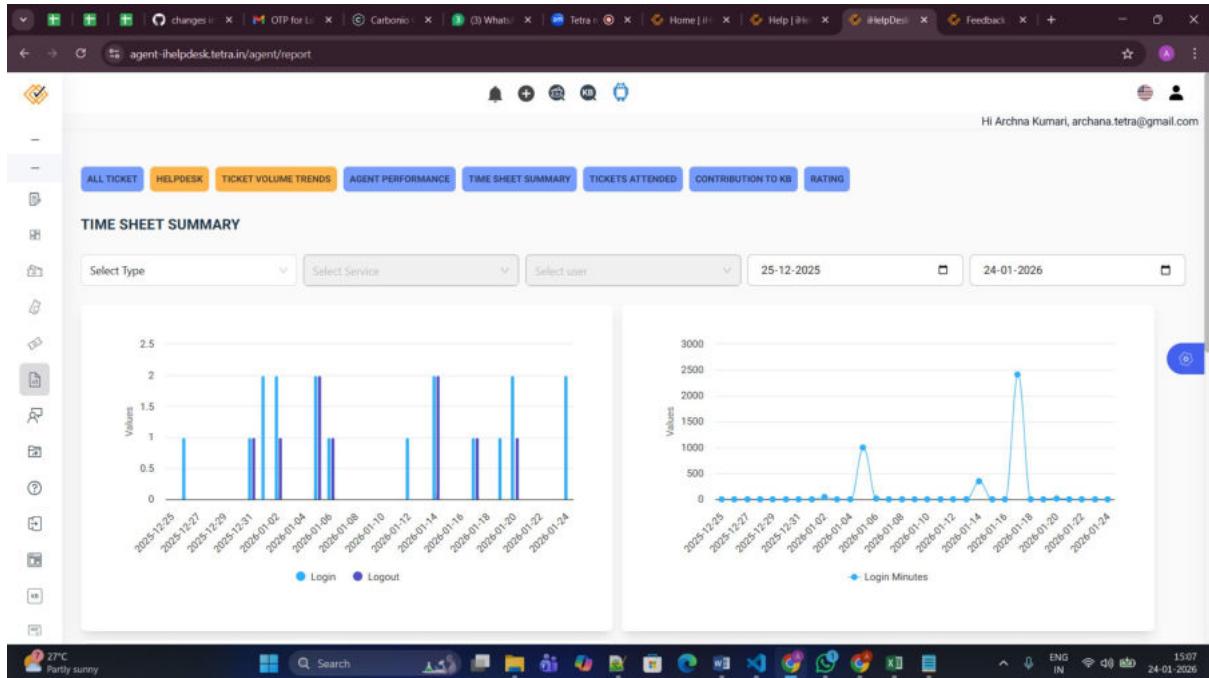
12 f) Agent – Ticket Attended : -

This report shows the number of tickets handled by each agent within a selected time period.

It helps track agent workload, measure productivity, and ensure balanced and efficient support operations.
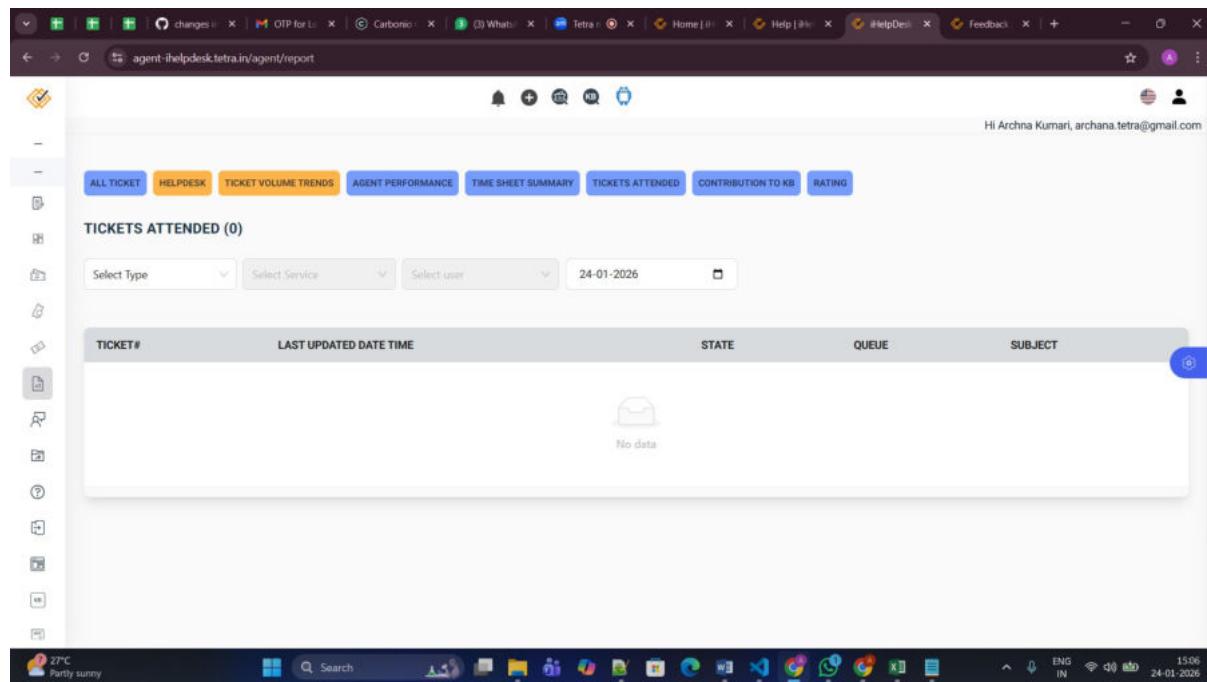
12 g) Agent – Contribution to KB : -

This report shows how agents contribute to the Knowledge Base by creating and updating help articles.

It helps track agent involvement in knowledge sharing and supports better self-service and faster ticket resolution.
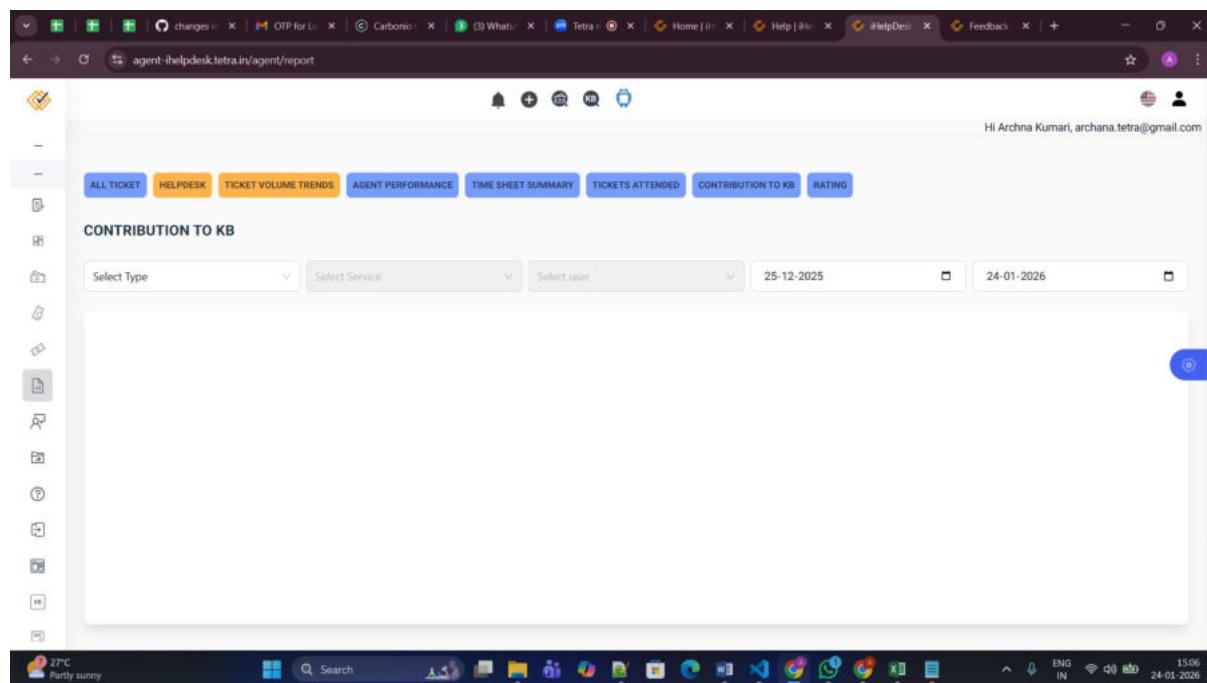
12 h) Agent – Rating : -

The Agent Rating report shows customer ratings for each support agent based on ticket interactions.

It helps measure service quality, identify top-performing agents, and highlight areas for improvement to enhance customer satisfaction.
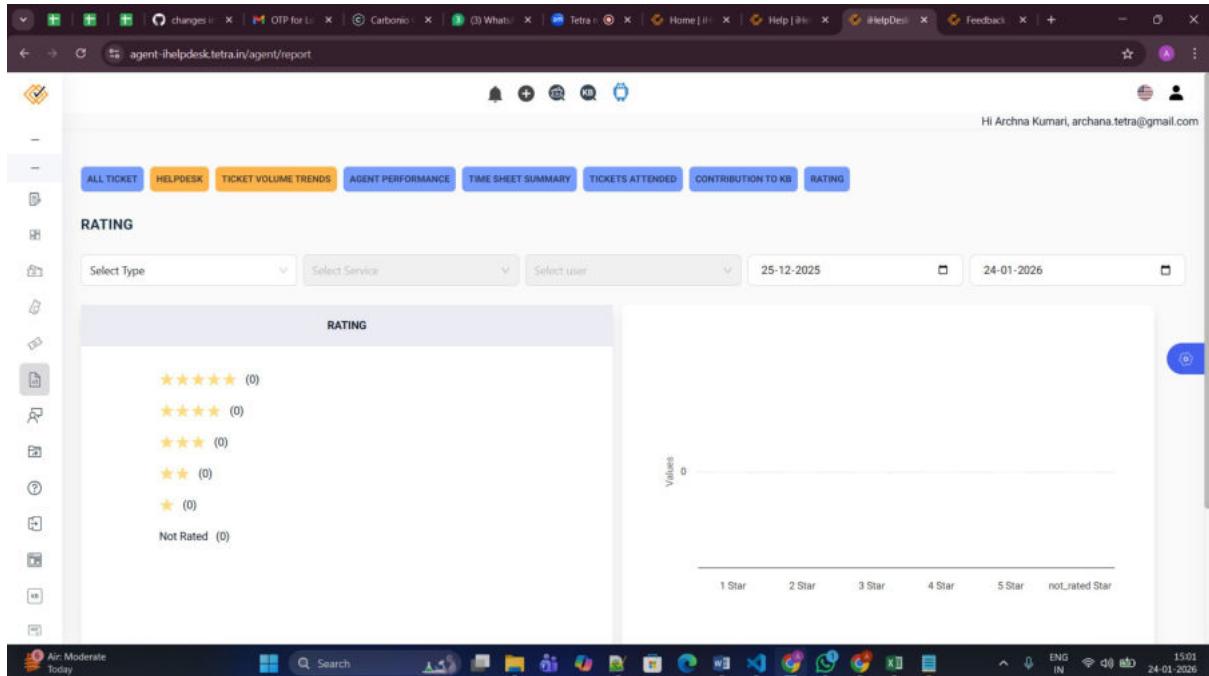
13. SMART Logs : -

13 a) Human Readable SMS and Email Logs : -

SMART Logs provide clear, human-readable SMS and email logs showing message activity along with login details.

This helps teams track communication history, monitor user access, and ensure transparency and accountability easily.

13 b) Blocking on basis of IP Segment /Domain/Specific user : -

SMART Logs display login activity details and allow blocking access based on IP segment, domain, or specific users.

This helps enhance security by preventing unauthorized access, monitoring login behavior, and maintaining better control over system access.

13 c) Direct IP Login for privileged Users : -

This feature records login details of privileged users accessing the system through a direct IP.

It improves security and audit visibility by tracking access activity clearly and reliably.
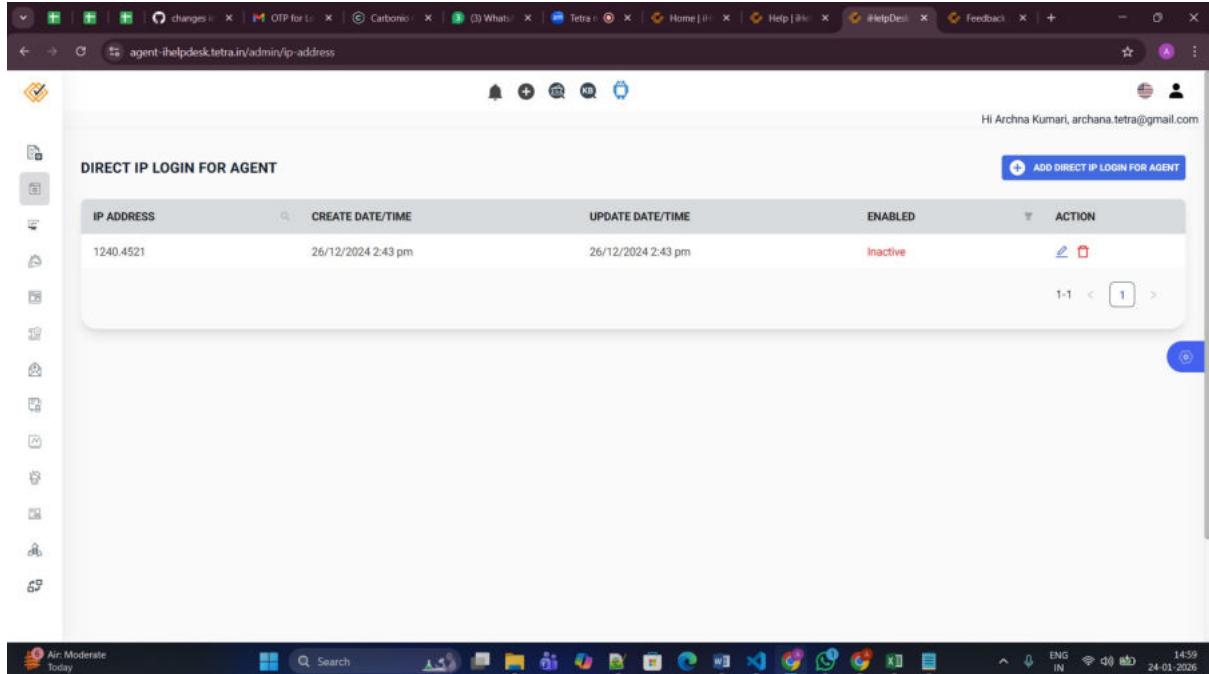
13 d) Email Logs : -

This report shows login and email activity details, helping track who accessed the system and when.

It ensures security, accountability, and transparency for all email interactions.

13 e) SMS Logs : -

The SMS Logs in SMART Logs show all login and SMS activity in one place.

It helps track who logged in, when, and via which channel, ensuring better monitoring and security.

13 f) OTP Logs : -

This report shows login activity using OTPs, including who logged in and when.

It helps track access history, ensure security, and monitor system usage efficiently.

14. Support Hub

14 a) Directory of all the people associated with the HelpDesk at various Levels (Only for Agents) : -

This directory provides a complete list of all HelpDesk agents and their roles across different levels.

It helps teams quickly find the right contact, understand responsibilities, and collaborate efficiently within the support hub.
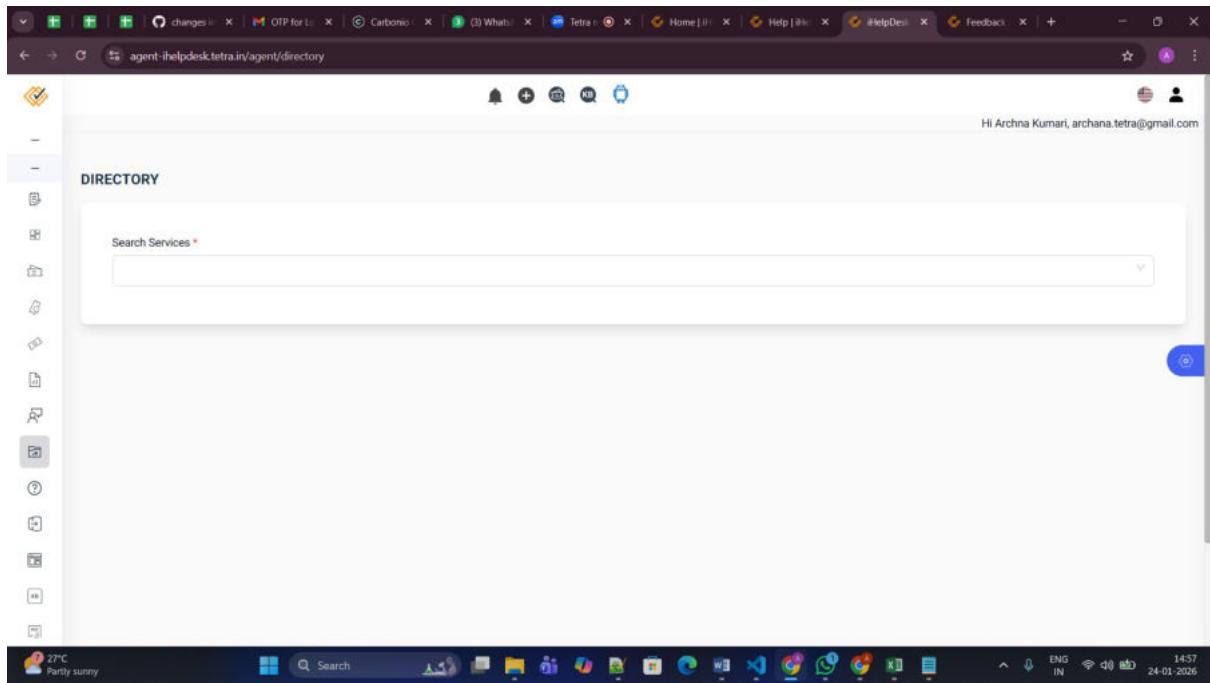
14 b) Provide Feedback (Error or Suggestion) (Complainer + Agents) : -

This feature allows both complainers (customers) and agents to submit feedback in the Support Hub.

Users can report errors, issues, or suggestions, ensuring that problems are quickly identified and improvements are continuously made.

It helps the team enhance service quality, resolve issues faster, and improve overall customer experience.
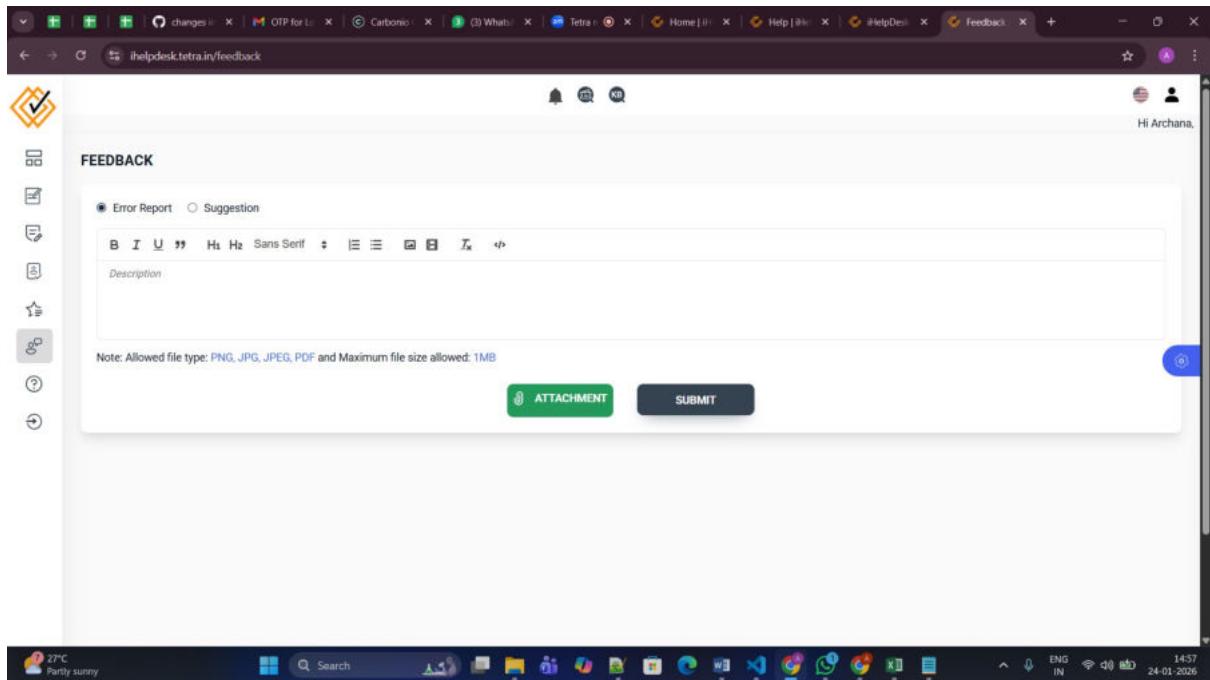
14 c) Help (Videos of How Tos) (Complainer + Agents) : -

The Help Videos section provides easy-to-follow tutorials for both complainers (customers) and agents.

These videos guide users step-by-step on common tasks, troubleshooting, and system features, helping resolve issues faster, reduce support queries, and enhance user experience.

It ensures that both customers and agents can access knowledge anytime, improving efficiency and satisfaction.
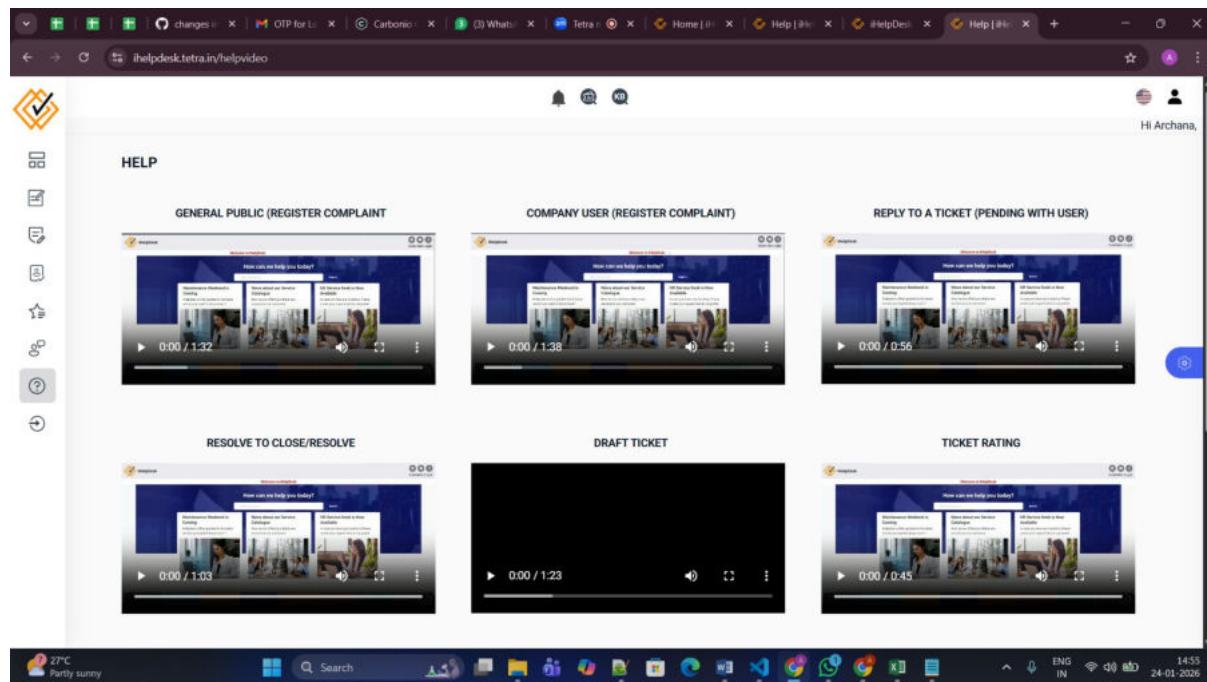
14 d) Last Login (Complainer + Agents) : -

This report shows the most recent login activity of both complainers (customers) and support agents in the Support Hub.

It helps track user engagement, monitor agent availability, and ensure timely responses to support requests.

LAST LOGIN DETAILS

#	IP ADDRESS	OPERATING SYSTEM	BROWSER	DATE/TIME
1	152.59.179.228	windows	Google Chrome v144.0.0.0	24-01-2026 2:53 pm
2	152.59.179.228	windows	Google Chrome v143.0.0.0	23-01-2026 11:53 am
3	152.58.131.218	windows	Google Chrome v143.0.0.0	21-01-2026 5:01 pm
4	152.58.131.218	windows	Google Chrome v143.0.0.0	21-01-2026 3:30 pm
5	152.58.131.218	windows	Google Chrome v143.0.0.0	21-01-2026 12:22 pm
6	152.58.131.218	windows	Google Chrome v143.0.0.0	21-01-2026 12:16 pm
7	152.58.131.218	windows	Google Chrome v143.0.0.0	21-01-2026 11:31 am
8	152.58.131.218	windows	Google Chrome v143.0.0.0	21-01-2026 10:57 am
9	152.58.155.144	windows	Google Chrome v143.0.0.0	17-01-2026 2:52 pm
10	152.58.155.144	windows	Google Chrome v143.0.0.0	17-01-2026 2:08 pm

15. Integrations (Optional) $$: -

15 a) Third party API based complaint registration : -

This feature allows seamless complaint registration via third-party systems through secure API integration.

It helps organizations automate ticket creation, reduce manual effort, and ensure faster issue tracking, providing a smoother experience for customers and support teams.

15 b) Device API integration for complaint registration : -

This feature allows seamless integration of devices with the HelpDesk system to automatically register complaints.

It simplifies reporting, reduces manual effort, and ensures that issues are captured in real time directly from devices, improving response efficiency and service reliability.

15 c) Call Centre Integration : -

The Call Centre Integration allows your support system to seamlessly connect with your call centre.

It enables agents to manage calls, log tickets, and track customer interactions directly within the platform, improving efficiency, reducing manual work, and ensuring a consistent, high-quality customer experience.

This feature is optional and can be activated as needed.

15 d) Whatsapp Integration for Complaint Reporting : -

This optional integration allows customers to report complaints directly via WhatsApp, making it faster, easier, and more convenient to reach your support team.

It helps improve customer engagement, ensures quicker response times, and provides a seamless communication channel for better service experience.

16. AI based Chatbot : -

16 a) Chatbot to ticket integration : -

Our AI-powered chatbot can automatically convert user queries into support tickets in real time.

This integration ensures that every customer issue is captured, prioritized, and assigned to the right agent without delay. It improves response times, reduces manual work, and provides seamless, 24/7 support for your customers.
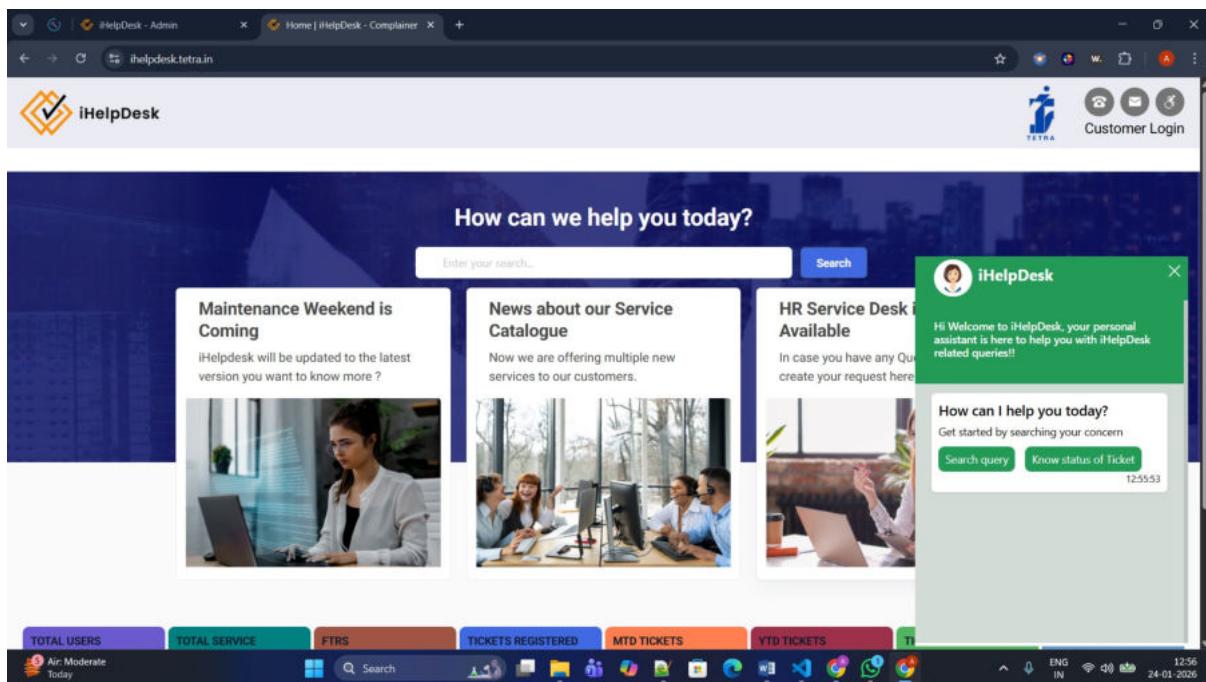
16 b) Ticket Status Query : -

The AI-based Chatbot allows users to quickly check the status of their support tickets anytime, anywhere.

It provides real-time updates on ticket progress, such as Pending, In-Progress, Resolved, or Closed, without waiting for email or agent response.

This improves customer experience, reduces manual follow-ups, and ensures users stay informed and confident about their requests.

16 c) Results to queries via the Knowledgebase : -

This feature shows how users interact with the Knowledgebase through the AI-powered Chatbot. It tracks queries, identifies what information users are searching for, and highlights which articles successfully provide answers.

It helps organizations improve self-service, reduce repetitive support tickets, and enhance user satisfaction by delivering accurate, instant answers.

17. Mobile Application

17 a) App for Agents - same as web application : -

The Agent Mobile App provides the same features and functionality as the web application, enabling agents to manage tickets, track performance, and stay updated anytime, anywhere.

It ensures seamless access to all tools, quick ticket handling, and real-time updates, helping agents work efficiently on the go.

17 b) App for Complainer - same as web application : -

The Complainer Mobile App offers the same features and functionality as the web application, allowing users to raise, track, and manage tickets directly from their mobile devices.

It provides a seamless, on-the-go experience, enabling users to stay updated, submit requests quickly, and monitor ticket status anytime, anywhere.

18. Assets Management

18 a) Classes with Dynamic fields : -

In Assets Management, Classes with Dynamic Fields allow you to define asset categories (classes) with customizable attributes tailored to your business needs.

This means each asset type can have unique fields—like serial numbers, warranty dates, or location—ensuring all relevant information is captured accurately.

18 b) Bulk import of Config Items : -

This feature allows you to quickly upload multiple Configuration Items at once into the Asset Management system.

It helps teams save time, reduce manual errors, and maintain accurate records of all IT assets. With bulk import, you can streamline asset onboarding, ensure data consistency, and accelerate reporting and tracking.

18 c) Reports of Class Name/AMC/Warranty Expiry/Deployment State : -

This report provides a clear overview of all assets, including Class Name, AMC/Warranty Expiry, and Deployment Status.

It helps teams track asset lifecycle, plan renewals or replacements, and ensure optimal usage of all equipment.

With this insight, management can reduce downtime, manage costs effectively, and make informed decisions about asset investments.

18 d) Notifications of AMC/Warranty Expiry : -

This feature automatically tracks AMCs and warranty periods for all assets and sends timely notifications before expiry.

It helps organizations avoid service interruptions, plan renewals on time, and reduce unplanned downtime, ensuring all assets stay protected and fully operational.

18 e) Linking Assets with Service/FAQ/Ticket Automation/Assets/Complainer: -

This feature allows you to link assets with services, FAQs, tickets, and complainers, providing a complete view of each asset's lifecycle and usage.

By connecting assets to related tickets or services, teams can quickly identify issues, track ownership, and streamline support. It also helps in automating ticket handling and improving resolution efficiency, ensuring better service management and asset accountability.

18 f) QR Code implemented with Assets : -

QR Codes are now integrated with assets in the Asset Management system. Each asset can be scanned to quickly access its details, status, and history.

This feature enables faster tracking, easier audits, and streamlined management, reducing manual effort and improving operational efficiency.

19. Service Level Agreement : -

19 a) SLA rule creation : -

SLA Rule Creation allows you to define response and resolution timelines for different ticket types, priorities, and services.

By setting SLA rules, you can ensure timely support, measure team performance, and maintain consistent service quality. This helps your organization meet customer expectations and improve overall satisfaction.

19 b) Business Hour Definition : -

Business Hours define the time during which our support team is available to respond to and resolve tickets as per the Service Level Agreement (SLA).

These hours ensure that response and resolution times are measured accurately, helping clients set clear expectations, plan operations, and receive timely support.

19 c) Calender Creation : -

Calendar Creation in an SLA defines the official schedule used to measure service performance and response times. It specifies working days, holidays, and business hours to ensure ticket response and resolution commitments are tracked accurately.

This helps clients and support teams have clear expectations, ensuring timely responses, accountability, and consistent service delivery.

19 d) Holidays : -

Holidays are considered in the SLA to ensure accurate measurement of response and resolution times. During official holidays, ticket timelines are paused, so customers and teams are not unfairly impacted.

This helps maintain realistic expectations, ensures fair performance tracking, and improves service transparency.
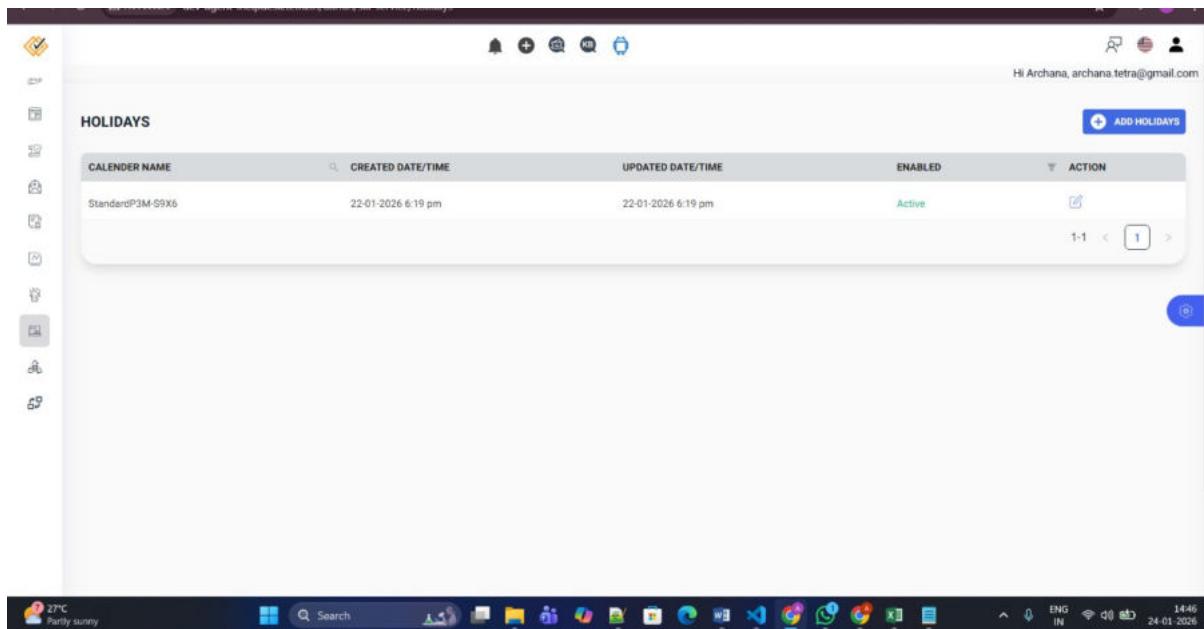
19 e) SLA to Service Mapping : -

This report links each Service to its defined Service Level Agreement (SLA), showing expected response and resolution times.

It helps clients and teams clearly understand service commitments, ensures accountability, and supports consistent, high-quality support across all services.

19 f) Company Based SLA : -

The Company-Based SLA report tracks how well service commitments are met for each company. It measures ticket resolution against agreed timelines, ensuring that each client receives the promised level of support.

This helps monitor performance, identify delays, and maintain high service standards across all clients.

19 g) Penalty Calculation : -

This report calculates penalties when service commitments are not met as per the SLA.

It helps track response and resolution performance, ensuring accountability and highlighting areas that need improvement.

By monitoring SLA penalties, organizations can maintain service quality, reduce delays, and enhance customer satisfaction.

19 h) SLA Lifecycle Management :-

complete SLA Lifecycle Management with built-in version control, status control, effective period management, and audit trail. It ensures that all SLA changes are tracked, statuses are clearly defined, only active SLAs are applied, and every action is fully auditable. This provides better governance, compliance, and consistent service delivery.

19 i) Service Level Template Management: -

It helps organizations define, manage, and apply standard SLA rules for different services. It allows teams to set clear response times, resolution targets, and priority-based commitments in a structured template. These templates ensure consistent service delivery, improve accountability, and help meet agreed service standards across all customer interactions.

19 j) Service Delivery :-

Ensures complete monitoring of service performance throughout the entire ticket lifecycle. Response and resolution times are tracked against agreed SLAs, enabling timely issue handling, better accountability, and consistent service quality with improved customer satisfaction. Ensures complete monitoring of service performance throughout the entire ticket lifecycle. Response and resolution times are tracked against agreed SLAs, enabling timely issue handling, better accountability, and consistent service quality with improved customer satisfaction.

19 k) Alerts: -

This ensures continuous monitoring of service timelines as defined in the Service Level Agreement (SLA). Automated alerts notify relevant teams before or when SLA deadlines are at risk, helping them take timely action, reduce delays, and maintain agreed service standards.

19 l) Business Impact Analysis :-

Business Impact Analysis helps identify how critical each service is to business operations and what impact service disruption may cause. It enables prioritization of services based on business importance, expected downtime, and recovery needs. This ensures faster response, minimal business loss, and clear alignment between service delivery and business priorities defined in the Service Level Agreement.

19 m) Dynamic Calculations :-

Automatically tracks and updates SLA timelines in real time based on ticket status, priority, and working hours. This ensures accurate response and resolution time measurement, fair performance evaluation, and complete transparency without any manual effort.

19 q) Audit Trail :-

The solution maintains complete electronic records of all system activities and user actions to ensure transparency, accountability, and compliance. Every action performed in the system—whether by users or automatically by the system—is securely recorded with accurate time and identity details. These records capture what was changed, who made the change, and when it occurred, while protecting the data from unauthorized modification. The audit information can be easily searched, filtered, and reported, and is retained as per defined regulatory and organizational requirements.

19 n) SLA Reporting : -

SLA Reporting provides a clear view of how services are performing against agreed timelines. It helps track response and resolution times, highlights compliance levels, and quickly identifies any delays. This ensures transparency, supports informed decision-making, and helps maintain consistent service quality as per the agreed standards.

19 o) Contract Management: -

The solution enables clear definition and management of relationships between supplier contracts and internal or external agreements. It allows organizations to link related contracts, track dependencies that influence service delivery and SLAs, and understand how changes, renewals, or expirations in one contract impact others. The system maintains contract versions, statuses, and timelines while providing visibility into compliance requirements, risks, and potential penalties. All contract updates and approvals are recorded through a complete audit trail to ensure governance and accountability.

19 p)) ITIL: -

The solution aligns with ITIL standards to support best-practice IT Service Management. It enables structured handling of incidents, problems, changes, service levels, and configurations across the complete service lifecycle.

ITIL-aligned SLAs and OLAs help ensure consistent service delivery, while built-in reporting provides visibility into performance and compliance. Automated

20. Change Management : -

20 a) Plan, approve, track, and implement changes using standardized workflows aligned with ITIL best practices : -

Easily plan, approve, track, and implement changes using standardized workflows based on ITIL best practices.

This ensures smooth, controlled updates, reduces risks, and improves service reliability and efficiency across your IT operations.

20 b) Changes can be categorized as Standard, Normal, or Emergency, with automated approval routing and risk assessment : -

Changes are classified as Standard, Normal, or Emergency, with built-in risk assessment and automated approval routing.

This ensures changes are handled efficiently, safely, and with minimal business disruption, while keeping full control and visibility over the process.

20 c) Each change has a full audit trail, rollback plan, and implementation checklist to minimize operational risks : -

Every change is tracked with a complete audit trail, a rollback plan, and a step-by-step implementation checklist. This ensures smooth execution while minimizing operational risks and maintaining business continuity.

workflows follow ITIL guidelines for approvals, escalations, and governance, supporting audit readiness and seamless coordination across ITSM processes.

21. Multiple Timezones : -

21 a) Supports users, agents, and departments operating across multiple time zones, ensuring accurate timestamping and SLA calculations irrespective of geographic location : -

Our system seamlessly supports users, agents, and departments across different time zones, ensuring accurate timestamps and SLA tracking no matter where your team or customers are located.

This helps maintain accountability, meet deadlines, and deliver consistent service globally.

21 b) Automatically normalizes all activity logs to a unified reference zone (UTC or enterprise default) while still displaying local time to each user : -

The system automatically standardizes all activity logs to a single reference time (UTC or your company's default) while still showing local time for each user.

This ensures accurate tracking and reporting across regions, eliminates confusion, and makes collaboration seamless for teams working in different time zones.

21 c) Prevents SLA violations due to region-based time differences and provides consistent reporting for global operations : -

Ensures on-time responses across different regions by accounting for time zone differences, helping prevent SLA breaches and deliver consistent, accurate reporting for global operations.

21 d) Multi-time-zone support ensures smooth functioning for distributed teams, 24×7 operations centers, and cross-border customer service environments : -

Our system supports multiple time zones, ensuring seamless operations for distributed teams, 24×7 support centers, and global customer service. This allows your teams to collaborate efficiently and serve customers worldwide without delays.