# HELDDESK MANAGEMENT SYSTEM



### **FEATURES**

#### WHAT IS SUNDESK

A Sundesk ticketing system is a platform that connects all relevant departments to resolve any technical issues in a timely manner.

#### **OBJECTIVE OF SUNDESK**

The main objective is to provide prompt communication between the user and the technical department. In short, the ticket system allows you to file and track each problem, evaluate its priority, its level of progress, and assign responsibility.

### WHAT CAN BE SOLVE BY SUNDESK

- Faster Ticket Resolution
  - Automating ticket creation

- 🛃 Keeping the user up-to-date Monitoring and reporting



### TICKET CREATION

DASHBOARD

### ASSET REGISTRATION

### VENDOR MAINTAINANCE



### **Delayed Response Time**

Since IT issues are not organized and prioritized in a centralized system, it can be challenging for IT teams to respond quickly to critical issues, resulting in delays in resolving problems.

### Inefficient Communication

Employees may use different channels to communicate their IT issues to the IT team, such as email, phone, or in-person. This can lead to confusion and inefficiency in tracking, prioritizing, and resolving issues.





### Difficulty in Identifying Trends

Since IT issues are not organized and prioritized in a centralized system, it can be challenging for IT teams to respond quickly to critical issues, resulting in delays in resolving problems.

### Missed Opportunities for Improvement

Without this system, IT teams may miss opportunities to improve their processes and services.



### **BEFORE USING SUNDESK**



### Improved Customer Satisfaction

A helpdesk system can enable an office to provide timely and efficient support to its customers. This can lead to higher customer satisfaction levels.

### **Increased Productivity**

A helpdesk system can help an office to streamline its support processes, reducing the time and effort required to resolve issues. Allowing them to facus on other tasks and increasing overall productivity.





### **Enhanced Communication**

A helpdesk system can facilitate communication between different departments and teams within an office. This can help to ensure that issues are resolved quickly and efficiently.

### **Better Tracking and Reporting**

A helpdesk system can provide detailed tracking and reporting capabilities, allowing an office to monitor support requests and track performance metrics.



## AFTER USING SUNDESK

### SUNDESK MANAGEMENT SYSTEM

ASSET CREATION

Creation of asset by user

### **USER RAISE TECHNICAL ISSUES**

User creates a ticket for the asset that needs maintenance
Ticket will be assigned to the respective IT department

### **IT ATTEND TO ISSUES**

The IT department attends to tickets within the SLA
The ticket will be marked as completed once it is resolved

#### **ISSUES SOLVED**

Requestor verify the ticket after maintenance completion
Once verified, the ticket will be considered as close



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