



SUNDESK

HELPDESK MANAGEMENT SYSTEM



FEATURES

DASHBOARD

TICKET CREATION

ASSET REGISTRATION

VENDOR MAINTAINANCE

WHAT IS SUNDESK

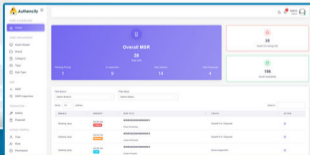
A Sundesk ticketing system is a platform that connects all relevant departments to resolve any technical issues in a timely manner.

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
- ✓ Keeping the user up-to-date
- ✓ Automating ticket creation
- ✓ Monitoring and reporting





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 focus 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

Hardware List ←
Ticket List ←
Ticket Inspection ←

DASHBOARD <<

The dashboard displays an 'Overall MDR' summary with 28 tickets. It includes a sidebar with navigation options like 'Asset Store', 'MDR', and 'MDR Inspection'. The main content area shows a table of tickets with columns for ID, Name, Status, and Actions.

Add Hardware →

HARDWARE LIST >>

The 'Asset Store' interface features a 'List Record' table with columns for ID, Name, Serial Number, Date of Purchase, Status, and Actions. A '+ Add Hardware' button is located in the top right corner.

Create Ticket →

TICKET LIST >>

The 'MDR Ticket List' interface shows a table of tickets with columns for ID, Name, Status, and Actions. A '+ Create Ticket' button is in the top right corner.

TICKET INSPECTION <<

The 'MDR Inspection' interface displays a table of inspection records with columns for ID, Name, Status, and Actions.



THANK YOU