Intellicom

INTELLICOM · BUSINESS SOFTWARE



Intellicom Service Desk

Support tickets answered on time, every time

Intellicom Service Desk turns support emails into tracked tickets that are routed to the right team and measured against response deadlines. It stops requests getting lost in shared inboxes and lets customers raise and follow their own tickets.

MADE FOR

- IT support and managed service teams
- Customer service departments
- Businesses supporting customers by email and phone
- Support managers who report on response times

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WHAT YOU CAN DO

Put it to work from day one

01 Turn incoming emails into tickets, each with an owner and status

02 Route tickets to teams automatically, including round-robin assignment

03 Track response and resolution deadlines and spot overdue tickets

04 Answer common questions in one click with saved replies

05 Give customers a portal to raise and track tickets

06 Publish a knowledge base so customers can find answers themselves

INSIDE THE PRODUCT

Key features

Ticket handling

- Email converted into tickets
- Tickets split or merged
- Assignment rules by priority, issue type or workload
- Round-robin routing to teams
- Internal comments and @mentions

Service levels

- Customisable service level agreements
- Response and resolution deadlines
- Overdue tickets flagged
- Customer ratings once a ticket is resolved

Customer self-service

- Separate agent and customer portal views
- Public knowledge base
- Advanced search that recommends relevant articles
- Saved replies for consistent answers

Reporting and control

- Dashboards for pending and overdue work, response times, ticket volume and SLA status
- Analytics on each ticket, including its timeline
- Custom fields, tags and views
- Role-based permissions
- Mobile-responsive interface

BETTER TOGETHER

Works with your other Intellicom systems

> **Intellicom ERP**
> Customer records stay in step between support and the ERP.

GETTING STARTED

How we get you running

01

Discover

We learn how your business runs today and agree what the system must do.

02

Configure

We set it up around your processes, documents and approvals.

03

Move and train

We bring your existing data across and train the people who will use it.

04

Go live and grow

We switch you over, stay close in the first weeks and add more as you grow.

THE INTELLICOM SERVICE

We run it, you use it

Hosted for you

Runs on Intellicom-managed servers in South Africa, so your data stays in the country and there is nothing to install.

Set up around your business

We configure it to match how you already work and bring your existing data across.

Looked after

Backups, updates and monitoring are handled by our team, so your people can get on with their jobs.

Training and local support

We train your team and stay on call, with support from people in Cape Town who know your system.

See Intellicom Service Desk in action

Ask us for a demonstration and a quote tailored to your business.
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