

## Helpdesk 2.0

Helping you Serve your Customers better

### HELPDESK

Helpdesk is the Control Dashboard to Log, View, Assign and Resolve Customer Queries, Requests and Trouble Tickets.

### ON DEMAND SOLUTION

With no IT Infrastructure footprint, it empowers the support departments to do their job Online, Anytime Anywhere, 24x7x365.

### Software as a Service

Software as a Service is the subscription based On Demand software delivery model, whereby the Software Application is delivered and used as a Service, rather than buying it as a product, thus eliminating the per user licensing cost.



### Track, Control, Manage and Respond Customer Service Requests

### Helpdesk 2.0 - Helpdesk and Email Management Software

As companies start to grow, so do their needs. Support requests start from a *Walk to the person* to *Telephone* to *Email*. What next? Not ready for a customized software to manage your support department or buying *off-the-shelf* product? Not ready to invest in the Server and manage it? Not ready to pay for its customization to meet your needs. *Helpdesk 2.0* is a product for you.

*Helpdesk 2.0* is developed keeping the requirements of growing organizations in mind. It provides desktop application functionality, while working inside a browser. It uses Web 2.0 features to give you an ultra fast response, while being light-weight on your Internet bandwidth.

*Helpdesk 2.0* integrates seamlessly with your Support Email Address thus providing familiar ease-of-use.

- Manage, Track and Control your Customer requests. Enhance Customer Satisfaction by providing visibility and transparency.
- No Hardware to buy, No Software to install. All you need is a browser and an Internet connection to get started!
- Based on SaaS (Software as a Service), it delivers on Demand Service, whether you are in your office, working from home or travelling.
- Simple and affordable pricing model based on per user subscription per organization.

*Helpdesk 2.0* can be used for many support departments together. Most of the details are configurable per organization. So it becomes a unified single window for interacting with all Support functions of an organization, thus encouraging tracking and accountability on the support functions to respond to the users (Employees) in a timely manner.

*Helpdesk 2.0* incorporates the best practices in the industry and is continuously improving and bringing forth additional benefits without a need to buy any upgrades or maintenance contract.

*Pilot it for your organization's support function and you'll not need any other product ever for this.*