

IDAKSH SUPPORT **HELP DESK** SOFTWARE

Ticket Management Software



SUPPORT HELP DESK SOFTWARE

Our Support Help Desk Software that powers teams to run projects and Support System with confidence. Our software streamlines how you communicate with your customers. It brings in customer conversations from multiple channels like phone, email, and social media into a single, easily accessible location where you get all the context you need. Our Support Help Desk Software also lets you automate routine support tasks to increase the efficiency of your team and reduce excessive workload.



OUR SUPPORT HELP DESK SOFTWARE FEATURES



Cloud Based Ticketing Software



Ticket Assignment



Interactive Dashboard



Reports



Internal Ticketing Creation



User Friendly Interface



Handling Ticking Queues



Monitor Tickets



Reminders



Google Auth API



User Role Management



Seamless Collaboration

SUBMIT TICKET:

Following screen allows customer to submit new tickets

Department: Support

Priority: None

Domain: Enter your website or application url

Email CC to: Enter mutiple email id by comma seperated

Subject:

Message:

Attachment: Add Multiple Files Or Drag & Drop your Document Files

Submit

CUSTOMER PANEL:

Following screen allows customers to browse all submitted tickets and check the ticket status.

Keyword: Search by Ticket Title , Domain

Priority: All

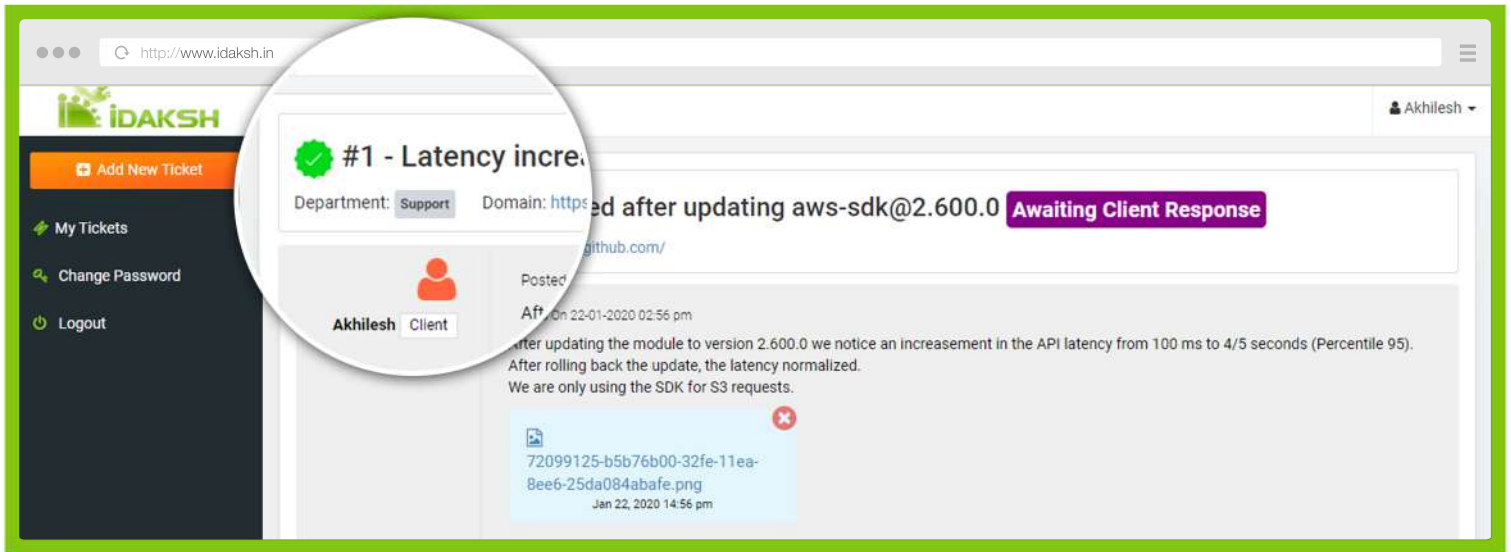
Status: All

Total Tickets 3

SUBJECT	PRIORITY	DEPARTMENT	CREATED_ON	LAST_UPDATED_ON
#3 - Brochure Design	Medium	Support	24-01-2020 07:07 pm +0 days	24-01-2020 07:07 pm +0 days
#2 - Webdesign	Medium	Support	24-01-2020 07:05 pm +0 days	24-01-2020 07:06 pm +0 days
#1 - Latency increased after updating aws-sdk@2.600.0	High	Support	22-01-2020 02:56 pm +2 days	22-01-2020 02:59 pm +2 days

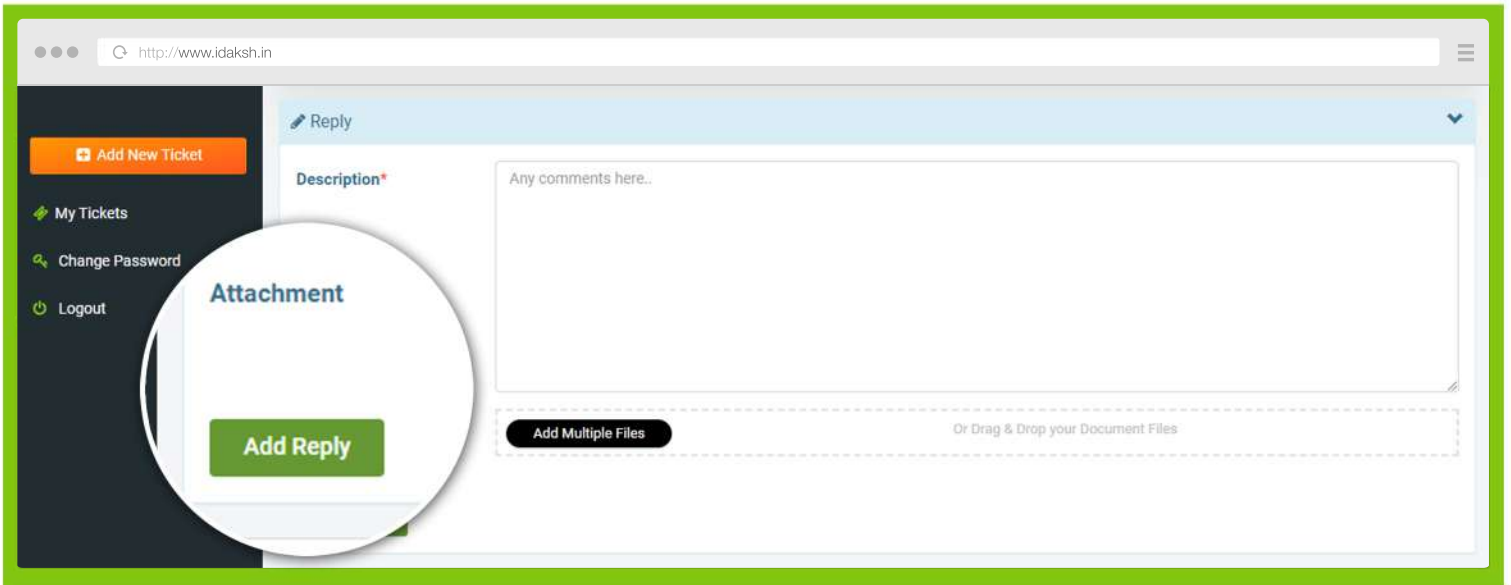
TICKET VIEW:

Following screen allows customer to view replies about submitted ticket



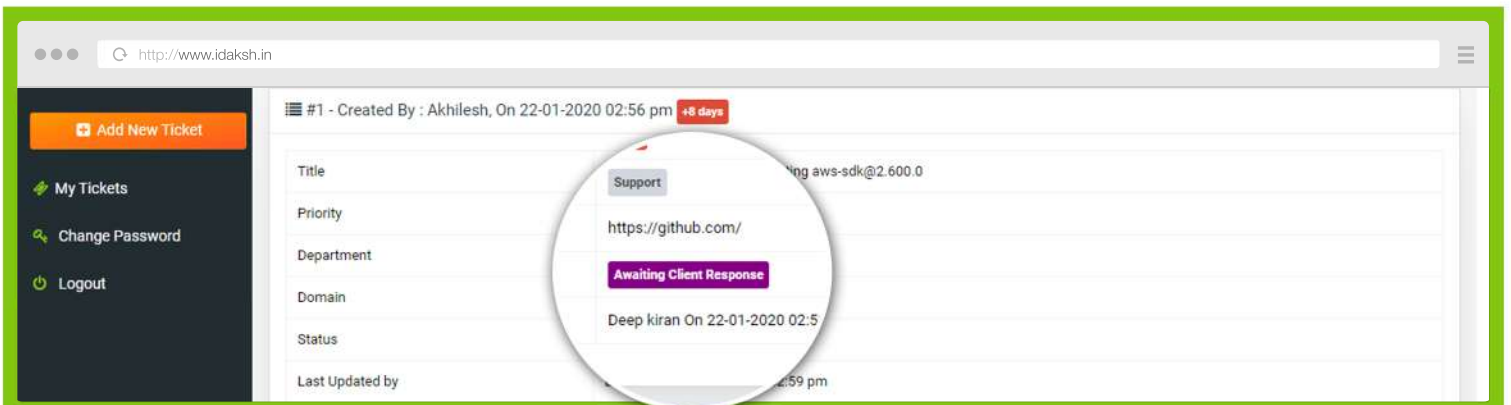
TICKET REPLY:

Following screen allows customer to submit new tickets



TICKET INFO:

Following screen allows customer to know about ticket details



SUPPORT STAFF PANEL:

Following screen allows team member to quickly know about ticket status

The screenshot shows the IDAKSH Support Staff Panel dashboard. The page has a dark sidebar on the left with navigation options: Dashboard, Gantt Chart, Add Daily Report, Ticket, Projects, AMC Projects, Backups, Clients, Profile, and Logout. The main content area is titled 'Quick On Projects' and 'Quick On Tickets'. It features four circular gauges for projects: Active Projects (1), Open Projects (1), Closed Projects (0), and Due Projects (0). Below this, there are four circular gauges for tickets: Flagged Tickets (9), Active Tickets (8), Open Tickets (4), and Due Tickets (5). At the bottom, there is a 'Quick Links' section with six green buttons: Add Daily Report, Projects, Clients, Ticket, Profile, and Logout. The top of the page includes a search bar with 'Search by ticket no' and 'Search by project name' options, and a user profile dropdown for 'Lohith'.

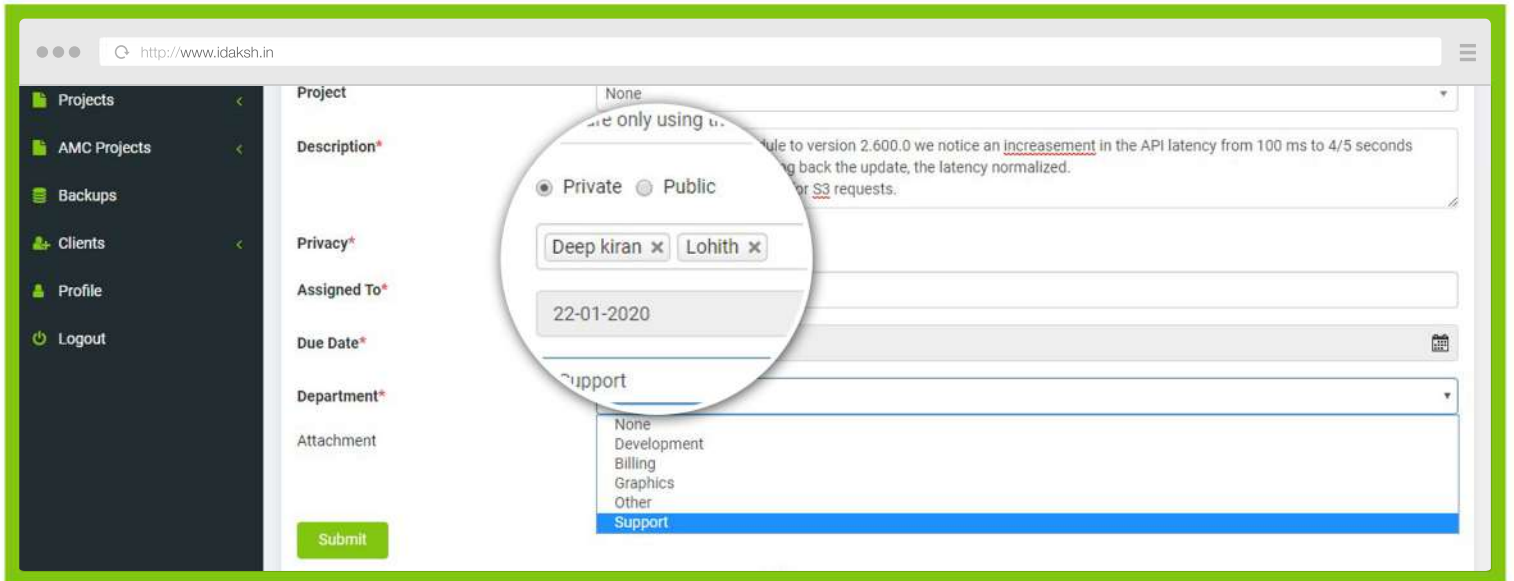
EDIT TICKET :

Following screen allows customers to browse all submitted tickets and check the ticket status.

The screenshot shows the IDAKSH 'Edit Ticket' form. The page has a dark sidebar on the left with navigation options: Dashboard, Gantt Chart, Add Daily Report, Ticket, Add, Manage, Open Ticket, Closed Ticket, Due Ticket, Flagged Ticket, Projects, AMC Projects, Backups, and Clients. The main content area is titled 'Edit Ticket' and 'Manage Tickets'. It features a 'Ticket Details' section with the following fields: Client* (Akhilesh), Title* (Latency increased after updating aws-sdk@2.600.0), Domain* (https://github.com/...), Tag (None), Source, Priority* (High), Project, Description*, and Privacy* (Private). A circular callout highlights the Priority* dropdown menu, which is open and shows options: None, Low, Medium, and High. The top of the page includes a search bar with 'Search by ticket no' and 'Search by project name' options, and a user profile dropdown for 'Lohith'.

TICKET ASSIGNMENT:

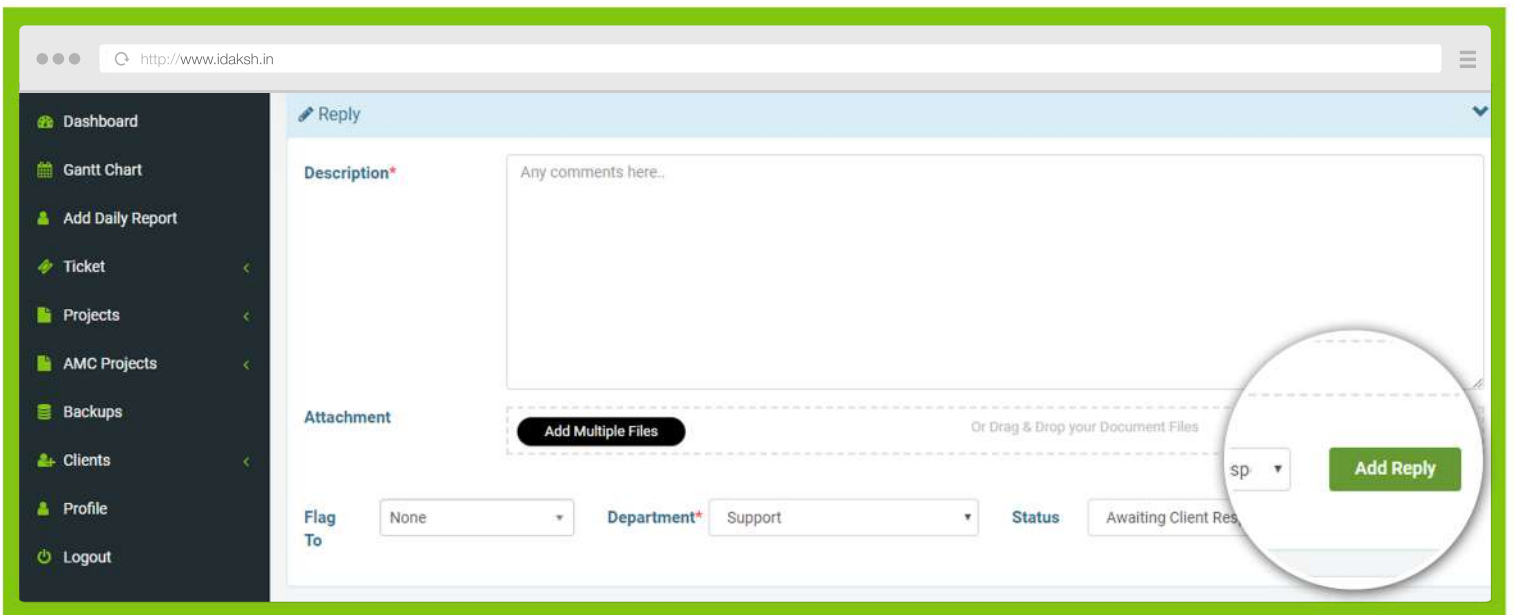
Following screen allows support staff to assign tickets between them



The screenshot shows a web browser window at <http://www.idaksh.in>. The interface includes a sidebar with navigation options: Projects, AMC Projects, Backups, Clients, Profile, and Logout. The main content area is for ticket assignment, with fields for Project (set to None), Description (containing text about API latency), Privacy (radio buttons for Private and Public), Assigned To (tags for Deep kiran and Lohith), Due Date (22-01-2020), and Department (a dropdown menu with options: None, Development, Billing, Graphics, Other, and Support). A green Submit button is at the bottom left.

TICKET REPLY :

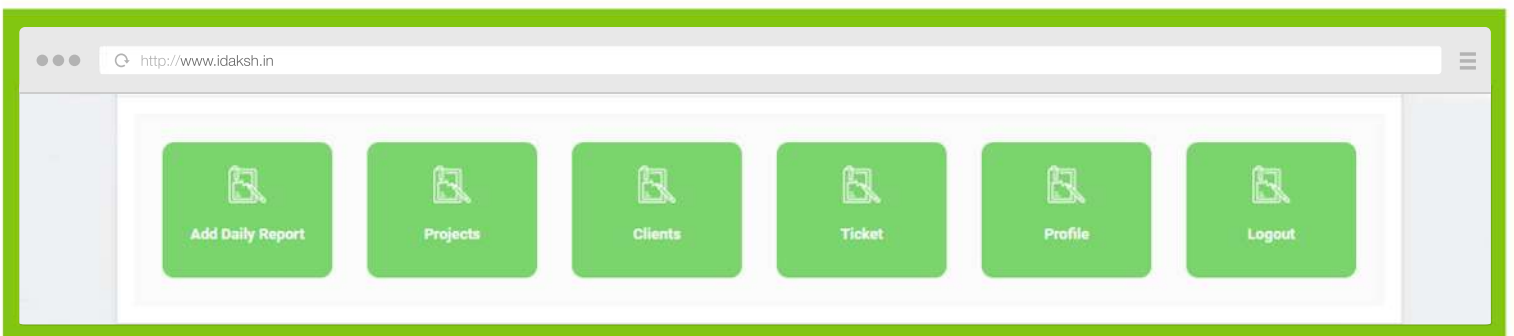
Following screen allows support staff to send replies to submitted tickets.



The screenshot shows a web browser window at <http://www.idaksh.in>. The interface includes a sidebar with navigation options: Dashboard, Gantt Chart, Add Daily Report, Ticket, Projects, AMC Projects, Backups, Clients, Profile, and Logout. The main content area is for replying to a ticket, with a Description field (containing "Any comments here.."), an Attachment section (with an "Add Multiple Files" button and "Or Drag & Drop your Document Files" text), and a "Reply To" dropdown menu. A green Add Reply button is highlighted with a circular callout. Below the attachment section, there are fields for Flag To (None), Department* (Support), and Status (Awaiting Client Res).

TICKET MONITORING:

Following screen allows support staff to find out which tickets are in open, closed and still in due states.



REPORTS:

Open Tickets

Search filters:

- Keyword: Search by Ticket Title, Domain
- Ticket No: Search by Ticket No
- Month: None
- Year: Search by year
- Priority: None
- Department: None
- Created On: Search by date
- Due Date: Search by due date
- Ticket: All Tickets

Search

Total Tickets 7

SUBJECT	PROJECT	STATUS	PRIORITY	DEPARTMENT	DUE_DATE	CREATED_ON	LAST_UPDATED_ON
#11 - S3 limiting file size based on fieldName on upload.fields		Open	High	Support	07-02-2020	30-01-2020 01:22 pm +0 days	30-01-2020 01:22 pm +0 days
#12 - Test Cases not work & Coverage Code not exist !!		Open	High	Support	13-02-2020	30-01-2020 01:27 pm +0 days	30-01-2020 01:27 pm +0 days
#13 - Frequent test timeout		Open	High	Support	30-01-2020	30-01-2020 01:31 pm +0 days	30-01-2020 01:32 pm +0 days
#15 - Upload files into array of objects		Open	High	Support	08-02-2020	30-01-2020 01:33 pm +0 days	30-01-2020 01:33 pm +0 days
#10 - Multiple file fails / corrupted image uploaded		Open	Medium	Support	30-01-2020	30-01-2020 01:21 pm +0 days	30-01-2020 01:21 pm +0 days
#14 - CLS Context is lost after using multer middleware		Open	Medium	Support	30-01-2020	30-01-2020 01:32 pm +0 days	30-01-2020 01:32 pm +0 days

Closed Tickets

Search filters:

- Keyword: Search by Ticket Title, Domain
- Ticket No: Search by Ticket No
- Advance Search
- Reset

Manage Tickets + Add Ticket

Total Tickets 6

SUBJECT	PROJECT	STATUS	PRIORITY	DEPARTMENT	DUE_DATE	CREATED_ON	LAST_UPDATED_ON
#5 - Use distinct session settings based on req domain		Closed	High	Support	30-01-2020	30-01-2020 01:10 pm	30-01-2020 01:13 pm
#7 - TypeError: req.next is not a function		Closed	High	Support	30-01-2020	30-01-2020 01:11 pm	30-01-2020 01:11 pm
#8 - Can't find information about release cycles (version support period)		Closed	High	Support	30-01-2020	30-01-2020 01:12 pm	30-01-2020 01:12 pm
#4 - We found req information not match the err catch by error handle middleware...		Closed	Medium	Support	30-01-2020	30-01-2020 01:06 pm	30-01-2020 01:06 pm
#9 - default no-cache headers		Closed	Medium	Support	30-01-2020	30-01-2020 01:16 pm	30-01-2020 01:16 pm
#6 - Change the interface for setting application settings		Closed	Low	Support	30-01-2020	30-01-2020 01:10 pm	30-01-2020 01:11 pm

Due Tickets

The screenshot shows the 'Manage Tickets' interface. At the top, there are search filters for 'Keyword' and 'Ticket No'. Below the filters, a table lists tickets. A callout circle highlights the 'DUE_DATE' column in the table.

SUBJECT	PROJECT	STATUS	PRIORITY	DEPARTMENT	DUE_DATE	CREATED_ON	LAST_UPDATED_ON
#1 - Latency increased after updating aws-sdk@2.600.0		Awaiting Client Response	High	Support	22-01-2020	22-01-2020 02:56 pm	30-01-2020 11:58 am +9 days
#13 - Frequent test timeout		Progress	High	Support		31-01-2020 01:31 pm	31-01-2020 09:45 am +1 days
#10 - Multiple file fails / corrupted image uploaded		Open	Medium	Support	30-01-2020	30-01-2020 01:21 pm	30-01-2020 01:21 pm +1 days

Department Wise Tickets

The screenshot shows the 'Department Wise Tickets' interface. A search filter for 'Department' is highlighted with a callout circle, showing a dropdown menu with the following options: Support, None, Development, Billing, Graphics, Other, and Support.

SUBJECT	PROJECT	STATUS	PRIORITY	DEPARTMENT	DUE_DATE	CREATED_ON	LAST_UPDATED_ON
#1 - Latency increased after updating aws-sdk@2.600.0		Awaiting Client Response	High	Support	22-01-2020	22-01-2020 02:56 pm	30-01-2020 11:58 am +9 days

Daily Statistics Review

The screenshot shows an email notification titled 'Daily Ticket Summary - 28-Jan-2020'. The email is from 'Idaksh Support' and provides a summary of ticket statistics for the day.

Daily Ticket Summary - 28-Jan-2020

Idaksh Support donotreply@idaksh.in via sendgrid.me to me

Today's Total Tickets: 12

- Closed Tickets: 5
- Open Tickets: 2
- Client Tickets: 3
- Created Tickets: 1



Request a Demo

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