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*Years of
Group
Innovation*



**SERVICE
DESK**

Introduction

The Service Desk can act as a bridge between your support agents and customers and stakeholders. Managing IT services today has rarely been more challenging, and users expect a lot from you. To satisfy the needs of the user and to provide expert services, the Service Desk comes into the picture.

A service desk provides businesses with a single point of contact for all communication needs, both internal and external. Our service desk would bring together a customer, employees, and business partners, ensuring a robust and efficient workflow. A Service Desk would bring together a customer, employees, and business partners, ensuring a robust and efficient workflow.

Synergy Service Desk allows you to route emails, forms, and phone calls into a simple web-based customer service platform. Customization of lists and forms, which may be added to tickets to help clients meet their business needs. Different departments of a business might have their own configurations, and role-based access could be customized based on the roles and responsibilities of users. Tracking and monitoring of requests until they are closed, as well as automation of notifications and alarms, would be included in the package.

Objectives

1. Single point of contact for all user incidents, requests, and general communication.
2. To restore basic service functioning as soon as possible.
3. To improve users' awareness
4. To promote the proper use of services and resources.
5. Handling user interactions and escalating incidents and requests to support other tasks.

Outcomes

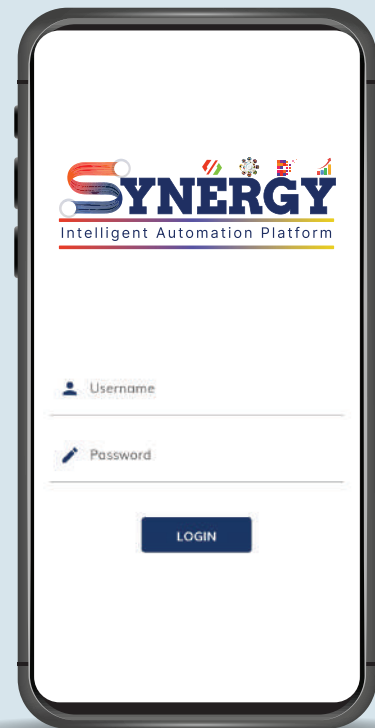
1. It helps in automating customer service.
2. It helps in increasing productivity.
3. Helps in pre-emptive issue tracking
4. Complete customer data in at one place
5. Improve asset management
6. Minimizes the issue resolution time

Solution Features

1. Automatic responses
2. Provide workflows
3. Task tracking
4. Reports
5. Task allocation
6. Many more functionalities from the Synergy Platform can be used
7. Highly secured with double authentication and verification

Mobile App

Bring your idea to life and get set up for success! Our mobile app is a new opportunity to make difference.



Functional Specifications

Support

1. Simple, easy-to-use, multi-user, web-based customer support platform.

Transfer & Assignments

1. Internal – within the departments
2. External

Ticket view

1. Dashboard
2. Task list
3. Calendar view.

Workflow

1. Check for system performance
2. To prevent a potential failure
3. Automated task allocation
4. Workflow distributing work

Ticket Locking

1. Anytime for given start and end date time.
2. Unlock feature is also available.
3. Include online and email-driven ticketing.

Escalation

1. Tracks progress on problem resolution
2. Includes work allocation, prioritization and task tracking features

User setting

1. Master settings
2. Ticket control
3. Customers can track ticket
4. Provide different panel- Admin panel, agent panel and customer portal.

Dashboard

1. Total number of tickets
2. Total number of ticket assign
3. Total number of ticket pendency
4. Total number of ticket completed

Time entry

1. Login details
2. Daily ticket update details
3. Edit / Delete Time entry

Notification

1. New ticket assigned
2. Update ticket
3. Comment receive

Filter and sort

1. Date
2. Time
3. Ticket subject

Reports

1. Create multiple reports
2. Convert in Excel & PDF

Technical Specifications

Service Desk is compatible with all modern browsers and work on all devices and operating systems. Mobile application is available on all mobile platforms such as Android & Apple.

Technology

Built on Tried and tested open-source technologies such as .NET core, HTML 5, Flutter & Javascript.

Compatible

Compatible with all operating systems such as Windows server, Linux or MacOS.

Deployment

Can be deployed on on-premise data centers or private/public cloud as well as SaaS model.

Scalability

Highly scalable as per available hardware [VMs] using kubernetes nodes.

Manageability

Easy to manage infrastructure as there is no overhead of maintaining relational database separately.

Single Sign On

Single sign on (SSO) integration capability with other SSO providers. User and role-based access control.



Backup

Automatic near real time backups . Scheduled VM level backups.

Licensing

Flexible licensing options, per CPU core, per site or per user

Support

Service Desk has inbuilt ticketing system that can be used to raise support requests that can be fulfilled by Level 1 or Level 2 support teams

Training

It has rich online training library with videos and user guides.

Upgradable

It can be upgraded without impacting operations by switching to failover servers, if required.

Fast APIs

Fastest Graph QL APIs for mobile and desktop applications



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