



COMPLETE TICKETING SYSTEM BY NEON

GET IN TOUCH

We'd love to hear from you



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Private Notes For Internal Communication



Ticket Subscriptions



Ticket Priorities



Import Email Replies



Ticketing Dashboard



Bulk Actions



Tickets From Different Sources



SLA/Escalations

Define SLA rules for each department, escalate support tickets to higher levels if not responded on time.



Ticket Subscriptions

Allow staff members to subscribe to ticket email notifications on each thread they work on. Staff members will receive notifications about important support tickets events.



Import Email Replies

You and your staff members can reply to support ticket virtually from anywhere, just reply to email notification to have reply added to ticketing system.



Ticket History

All actions taken on ticket are logged - responses, status changes and more - your management can supervise ticket history at any given point.



Canned Responses

Customers hate late replies you can avoid that by using "Canned Messages". Create pre-formatted replies to ensure your quick and consistent responses.



Create Groups/Departments

Create as many groups/departments as needed, assign agents to multiple groups/departments. Configured as accessible through email and/or web-ui only.



Ticketing Dashboard

The dashboard in-depth report shows you an overview of all the important metrics. It also shows you the breakdown of each metric based on various ticket properties.



Customer Portal

Give your customers a portal where they can create tickets, view their tickets statuses with respect to settings in their portal.



Ticket Priorities

Setup support ticket priorities, you can choose whether to give customer option to escalate ticket, or leave this option for staff/automation only.



Custom Ticket Statuses

Define ticket statuses that works for your industry, change statuses as and when needed.



Ticket Import Information

Learn which customer sent email, what submission method he used, edit ticket CC list.



Pre/Post Ticket Filters

Check your support ticket elements to let them pass through via pre-import and change ticket priority, status, apply predefined response & more.



Customized Email Notifications

Compaines can setup various notification emails. Customize your notification emails accroding to your needs. You can switch on and off these emails from your portal.



Private Note For Internal Comm

Use private notes for internal team communication to include/mention any other team member.



Tickets From Different Sources

Allowing you to create tickets from more than one place either user can send email to generate a ticket or agent can create from backend.



Other Features

Customized Business Hours, Bulk Actions, Well Defined Replies, Keyboard Shortrcuts, Universal Inbox, Email Templates and many more.



FOR DEMO

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