

# TxHelpDesk



A comprehensive ticketing system to streamline agent communication to provide better customer support

TxHelpDesk is an advanced ticketing module that helps enterprises to manage their customer’s queries in real-time by distributing incoming emails based on live status of logged in users assigned to handle support queries.

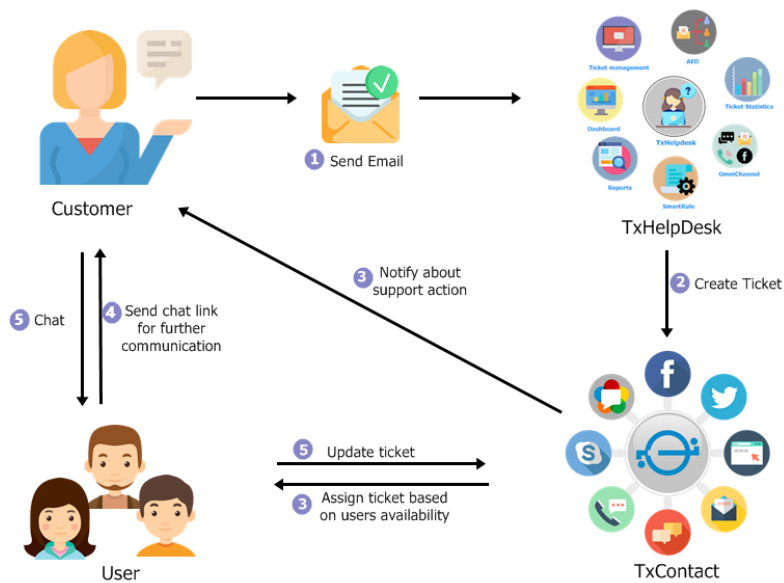
Using TxHelpDesk, enterprises can implement an automated and seamless business process that requires distributing large number of emails in real-time to multiple users based on their availability, skill and geographical location. By creating and deploying specific rules, it is possible to channel the service process over multiple steps till completion. The entire process can be tracked through user dispositions and events at each stage.

In order to enable real-time interaction with customers for information gathering, Chat and Voice channels are embedded on a Unified User Interface.

Ticketing system

### Highlights

- Enterprise platform for marketing, support and customer services
- Features versatile ACD, with different distribution strategy to handle large email volumes
- Web portal for administration and management of ACD, agents
- Easy integration with external applications like CRM, databases
- Summarized and detailed reports with dive-in feature
- Optimized for cloud hosting
- Search through all Emails, both, open and closed.
- Ticket status dashboard showing unassigned emails and assigned emails
- Review the emails assigned to users Web Based Access
- Integrated FAQ / knowledge based



### User / Consultant features:

- Advanced agent application with options for -
  - Setting agent state
  - Handle assigned item
  - Dispose the item
  - Access information from CRM.
- Canned messages for easy responses
- Can have multiple emails
- Search through all assigned emails, open and closed

Home > Accounting-45

**45** Tax saving investment Note  
Thu, 16 May 2019 17:36:15 +0530 (21 hours ago)

**Open - Open**

**\*Maintain documents\***  
Remember that for every tax-saving expense or investment that you promise to make, your employer will need proofs. So, make sure that you keep all the relevant documents like bills, receipts etc. safely for submission at the end of the FY.  
**\*Use your PPF Saving more effectively\***  
Investment in PPF is a very effective way of saving taxes while getting... [more](#)

Assigned To: Unassigned | Submitter: Manoj Kumar | Priority: 3, Normal | Queue: Accounting | Due on: May 16, 2019, midnight

**Messages**

- System: E-Mail Received from kmanojkumar51@gmail.com - \*Maintain documents\* (May 16)
- John Doe: Comment - (May 16)
- John Doe: Update - Tagged AccountingServices (12:43 PM)

**Respond to this ticket**

Reply | Edit | Attach | Pre-set

Hello,  
 Thank you for reaching out. One of our support agents will reply as soon as possible. We're going to do every!!  
 Thanks again for your business and we'll get in touch very soon  
 Sincerely,  
 Support teamHello,  
 Thank you for reaching out. One of our support agents will reply as soon as possible. We're going to do every!!

Ticket Status: Open

Internal Note | Update Ticket

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**Contact Information**

Name: Manoj Kumar  
Submitter Email: kmanojkumar51@gmail.com  
Phone:  
Company: Tax Service Corp Ltd  
Address: Mangaluru, Karnataka  
Postal Code: 576107  
Country: India  
State: Karnataka  
PIN: GST:  
Modified time: 3 hours ago

**Ticket Information**

Product:  
Part Number:  
Lead Source: Reference  
Customer ID: MAN20190403

**Copies To**

manojkumar@telenetix.in

**Dependencies**

This ticket cannot be resolved until the following ticket(s) are resolved

- [ACC-47] Tax benefits (Open)

**Tags**

AccountingServices

Ticket Details

## Ticket Prioritization

The supervisors can set rules to prioritise certain tickets based on some conditions. This helps to handle the premium customers and also those customers whose interaction history is less than satisfactory. The agents can identify critical tickets immediately and work on it to improve the SLA/first call resolution rate.

Home

Search Results

Status: **Open** | Reopened | Resolved | Closed | Duplicate

Show 100 entries

Select: [x] [y] [z] With Selected Tickets: Take (Assign to me)

Status	#	Pr	Title	Submitter	Queue	Assigned To	Last Modified
Open	[ACC-48]	Normal	Tax credit	thammanaj@gmail.com	Accounting	None	1 day, 2 hours ago
Open	[AUD-46]	Normal	Internal audit plan	thammanaj@gmail.com	Auditing	None	1 day, 2 hours ago
Open	[ACC-45]	Normal	Tax saving investment Note	kmanojkumar51@gmail.com	Accounting	None	1 day, 2 hours ago
Open	[ACC-47]	Normal	Tax benefits	thammanaj@gmail.com	Accounting	None	1 day, 2 hours ago
Open	[ACC-44]	Normal	Interest certificate 2018-19	shivraj.poojary@telenetix.in	Accounting	None	1 day, 2 hours ago
Open	[SUP-43]	Normal	Need support	nithish.bharadwaj@telenetix.in	Support	Admin	1 day, 15 hours ago
WIP (Open)	[SUP-37]	Normal	Support Query Microwave Oven	codebreakers1.tx@gmail.com	Support	None	1 day, 19 hours ago
Closed	[SUP-8]	Normal	Extension of AMC	manish.kumar@telenetix.in	Support	Admin	1 week, 1 day ago

Tickets List

## Automation Rules for routing

Use routing rules to distribute tickets based on the agents availability. Tickets can be routed based on custom fields on email subject or content. The tickets can be automatically assigned based on the agents availability and also based on their skill to handle the particular interaction.

### Notifications

Based on the time elapsed for ticket resolution, alert the supervisors of status of ticket. Inform the customer of a possible delay in resolving the ticket through automatic replies thus keeping them in the loop throughout the lifecycle of the ticket.

Rules can be set to trigger notifications based on a pre-configured matching events. For example, the supervisors can be notified when a new ticket is created and assigned to the queue.

### Ticket Assignment based on Agent Status

This queuing strategy helps the incoming emails to be routed to the agent who has been available the longest. Consider the following example where the agents in a queue are ready to answer the queued email.

Agents	Duration(hh:mm:ss)
Agent A	00:05:10
Agent B	00:07:40
Agent C	00:02:50
Agent D	00:03:25

When the email gets queued, since the longest available (most idle) agent is Agent B with a duration of 7 minutes he/she will be offered the queued email. If Agent B rejects or does not answer the email, the next most idle agent i.e. Agent A will be offered the calls and so on.

Edit rule

Name   Active  One time execution

Clauses

Match ALL of these clauses

Item	Comparator	Value	Action
			<input type="checkbox"/>

Match ANY of these clauses

Item	Comparator	Value	Action
<input type="text" value="ticket.title"/>	<input type="text" value="contains"/>	<input type="text" value="interest"/>	<input checked="" type="checkbox"/>
<input type="text" value="ticket.title"/>	<input type="text" value="contains"/>	<input type="text" value="tax"/>	<input checked="" type="checkbox"/>

Action

Perform the action

Set  Queue:

Submit

Contact Details

**Manoj Kumar**  
kmanojkumar51@gmail.com

Phone:  
Note:

Company : Tax Service Corp Ltd

Country : India  
GST :

Created: 21 hours ago  
Modified: 3 hours ago

Address :  
Manipal, Karnataka

Postal Code : 576107

State : Karnataka  
TIN :

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Show  entries

Search:

Status	#	Pr	Title	Submitter	Queue	Assigned To	Last Modified
Open	[ACC-45]	<input type="checkbox"/>	Normal	Tax saving investment Note	kmanojkumar51@gmail.com	Accounting	None

Showing 1 to 1 of 1 entries (filtered from 15 total entries)

Contact Details

## Ticket tagging

Ability to tag tickets helps to organize the tickets with common issues. The supervisors can filter tickets with similar tags to find out the no of tickets having similar problems or to find the severity of the issues. This helps to close related tickets at a faster rate.

## Knowledgebase support

A self service portal for the customers to find the FAQs, how-to-dos will help them to find answers for commonly reported issues.

## Server Hardware Requirements ( up to 500 Agents )

Server Count	2 (provides High Availability)
Server Specification	8 virtual cores, 16GB RAM
Storage	500 GB - 1 TB
Operating Systems	Linux (preferred) or Windows

\*Above product specifications mentioned depending on model and configuration.

# TELENETIX

Telenetix established in the year 2004 is a Customer experience and Universal Communications technology company. Our focus has been in having a unique corporate culture that starts with our mission statements Curiosity, Passion, Commitment and Openness. Creating innovative solutions that solve our customer problems and help them to grow their business is our primary goal and we work towards achieving it with our expertise.

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