

Helpdesk System Features

User-Friendly

Our cloud-based helpdesk system is designed with a user-centric approach, ensuring an intuitive and seamless experience for both customers and support agents. The interface is thoughtfully organized, making it easy for users to navigate and access the assistance they need. With clear labeling, streamlined workflows, and intuitive icons, users can quickly submit and track their support requests without any confusion, resulting in improved customer satisfaction.

Full Responsive

Our helpdesk system boasts full responsiveness, providing a consistent and optimal experience across all devices - be it desktops, tablets, or smartphones. This ensures that users can access their support tickets and engage in live chats on-the-go, enhancing accessibility and convenience.

Secure Protection

Security is paramount, and our helpdesk system implements robust measures to protect user data. Utilizing industry-standard encryption protocols, secure authentication mechanisms, and regular security audits, we ensure that sensitive customer information remains confidential and safeguarded from potential breaches.

Member System

The member system feature enables organizations to create and manage user accounts with distinct roles and permissions. This empowers businesses to define access levels for both customers and internal staff, enhancing data privacy and control over the helpdesk environment.

Live Support Chat

With live support chat, customers can engage in real-time conversations with support agents. This feature enhances customer satisfaction by providing instant assistance and resolving issues promptly, resulting in reduced response times and increased user loyalty.

Billing System

Our integrated billing system allows businesses to manage and track billing-related interactions within the helpdesk. This enables seamless communication between customers and billing departments, addressing payment-related inquiries efficiently and maintaining a transparent billing process.

Custom Fields

The custom fields feature enables organizations to tailor support request forms according to their specific requirements. This ensures that customers provide relevant information, streamlining the support process and allowing agents to address issues more effectively.

PHP IMAP

Our helpdesk system integrates PHP IMAP, facilitating seamless email communication within the platform. This enables users to create support tickets directly from their emails, ensuring that no customer inquiry goes unnoticed.

Support Tickets

The support ticket system organizes customer inquiries into a structured format, allowing for efficient tracking and management. This feature empowers support agents to prioritize and resolve issues systematically, resulting in enhanced customer satisfaction and agent productivity.

Easy to Embed

Our helpdesk system is designed for easy embedding into websites and applications. This means that businesses can seamlessly integrate the support interface into their online platforms, maintaining a consistent user experience while providing immediate access to assistance.

Transfer Clients

The transfer clients feature allows support agents to seamlessly transfer customer conversations between departments or agents. This ensures that inquiries are routed to the most appropriate resource, preventing delays and providing customers with accurate solutions.

Operator Panel

The operator panel provides support agents with a centralized dashboard to manage and respond to customer inquiries. Agents can view active conversations, access customer histories, and collaborate with colleagues, resulting in efficient case resolution and enhanced team coordination.

Live Online Visitors

The live online visitors feature offers real-time visibility into users currently browsing your website. This enables support agents to proactively initiate conversations with potential customers, providing assistance and converting browsing sessions into valuable interactions.

Operator History

The operator history feature archives past interactions and conversations between support agents and customers. This comprehensive record allows for seamless handoffs between agents, ensuring consistent and informed customer interactions.

File System

Our file system feature enables customers and agents to share relevant documents and files directly within the helpdesk interface. This streamlines information exchange and assists in providing accurate solutions to customer inquiries.

Responses

Pre-defined responses can be created and stored, allowing support agents to provide consistent and accurate replies to common customer inquiries. This feature accelerates response times, ensures accuracy, and maintains a professional tone in customer communications.

Auto ProActive

The auto proactive feature empowers support agents to initiate conversations with customers based on predefined triggers, such as time spent on a page or specific actions taken. This proactive approach improves user engagement and guides customers towards relevant information.

Chat-Bot

Our integrated chat-bot feature leverages AI to provide automated responses and basic assistance to customers. This enhances response times, especially during peak hours, and addresses common inquiries promptly.

Departments

The departments feature allows organizations to segment support requests into different categories or departments. This enables efficient routing of inquiries to specialized agents or teams, resulting in quicker resolutions and improved customer experiences.

Fancy Statistics

Fancy statistics provide in-depth insights into helpdesk performance, agent productivity, and customer satisfaction metrics. These visual analytics empower management to make informed decisions and optimize support operations.

URL Blacklist

The URL blacklist feature prevents the sharing of unauthorized or malicious links within the helpdesk. This ensures a secure environment for both customers and support agents, protecting against potential security threats.

Settings

The settings feature offers administrators the flexibility to configure and customize the helpdesk environment according to their organization's requirements. From user access permissions to branding elements, this feature tailors the system to your business's unique needs.

Logs

Detailed logs of interactions, conversations, and system activities are maintained within the helpdesk. This audit trail assists in resolving disputes, tracking agent performance, and ensuring accountability within the support process.

Feedback

The feedback feature allows customers to rate their support experiences and provide comments. This valuable input helps organizations continuously improve their support services and tailor their approach to customer preferences.

Smart Search

The smart search feature empowers users to quickly locate relevant articles, support resources, and historical interactions. This feature reduces resolution times and enhances self-service capabilities for customers.

Business Hours

Business hours settings enable organizations to define specific support hours. During off-hours, customers receive notifications about the next available support window, managing expectations and providing a seamless user experience.

Notifications

Real-time notifications keep customers and agents informed about ticket updates, chat requests, and other important events. This feature ensures timely responses and reduces the chances of inquiries being overlooked.

Branding / Layout

The branding and layout feature allows businesses to customize the appearance of the helpdesk interface to align with their brand identity. This maintains a consistent visual experience for users, enhancing brand recognition and trust.

Notes

Internal notes can be added to support tickets and conversations, allowing agents to collaborate, share insights, and provide context to fellow team members. This feature ensures a cohesive and informed support process.

Emoticons

Emoticons add a personal touch to customer interactions, conveying emotions and enhancing the human aspect of conversations. This feature contributes to a friendly and approachable support experience.

Star Messages

The star messages feature enables users to mark important messages or conversations for easy reference. This feature aids in prioritization and helps customers find critical information quickly.

Offline Messages

Customers can leave messages even when support agents are not online. This ensures that inquiries are captured and addressed as soon as agents become available, preventing customer frustration due to unattended queries.

Multi Language

Supporting multiple languages enhances the accessibility of the helpdesk system for a global user base. Customers can interact in their preferred language, eliminating language barriers and providing a personalized experience.

Group Chat

The group chat feature enables multiple users, including agents and customers, to participate in a single chat conversation. This fosters collaboration and allows for complex inquiries to be addressed efficiently.

Sounds

Audio notifications and sounds enhance the real-time nature of the helpdesk system. Users are alerted to new messages, ensuring that time-sensitive inquiries are addressed promptly.

Recommended server requirements

- PHP 8 or higher
- MySQL 8.0 or higher
- 1 Databases (can also be shared)
- cUrl enabled
- zlib enabled
- SSL Certificate