Customer-Ticket.com

Helpdesk Software vs Incident Ticket System

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How is our Incident Ticket System different from general Helpdesk Software?

Helpdesk, by its own name, means a place where people seek help or assistance from. It is very generally used in many industries, especially IT, computers or electronics industries.

Helpdesk Software is a suite of software, can be online or offline software, used by people to send requests for help, assistance. For example, in IT industries, customers can write a message on the supplier's helpdesk system. Such software will automatically notify the person in charge while also sending acknowledgement message to the senders. Senders then wait for someone to serve them or handle their requests.

For our incident ticket system, it is beyond the scope of just helpdesk or technical support. Our Incident ticket system is deployed to our business clients for many purposes in multiple scenarios.

Very often, it is generally used for communications between businesses and their customers to collect customer feedback or enquiries. It can also be used for communications between businesses and their suppliers or vendors or business partners to document and resolve business issues. And it is also used for internal communications between different operating departments, or different operational branches in multiple geographical locations within the same company.

We offer our 100% web-based incident ticket system exactly to solve this problem. No software installation, readily accessible anywhere with Internet. Facilitating effective team work collaboration, with high level of security control, with implementation of SLA, easy management supervision and real-time activity statistics, our solutions will greatly add values to your businesses.

For any questions, talk to us at ***Customer-Ticket.com*** now.