Customer-Ticket.com

Incident Ticket System User Interface & Screenshots

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How our Incident Ticket System helps to Efficiently Manage Customer Service Issues and Improve Customer Satisfaction?

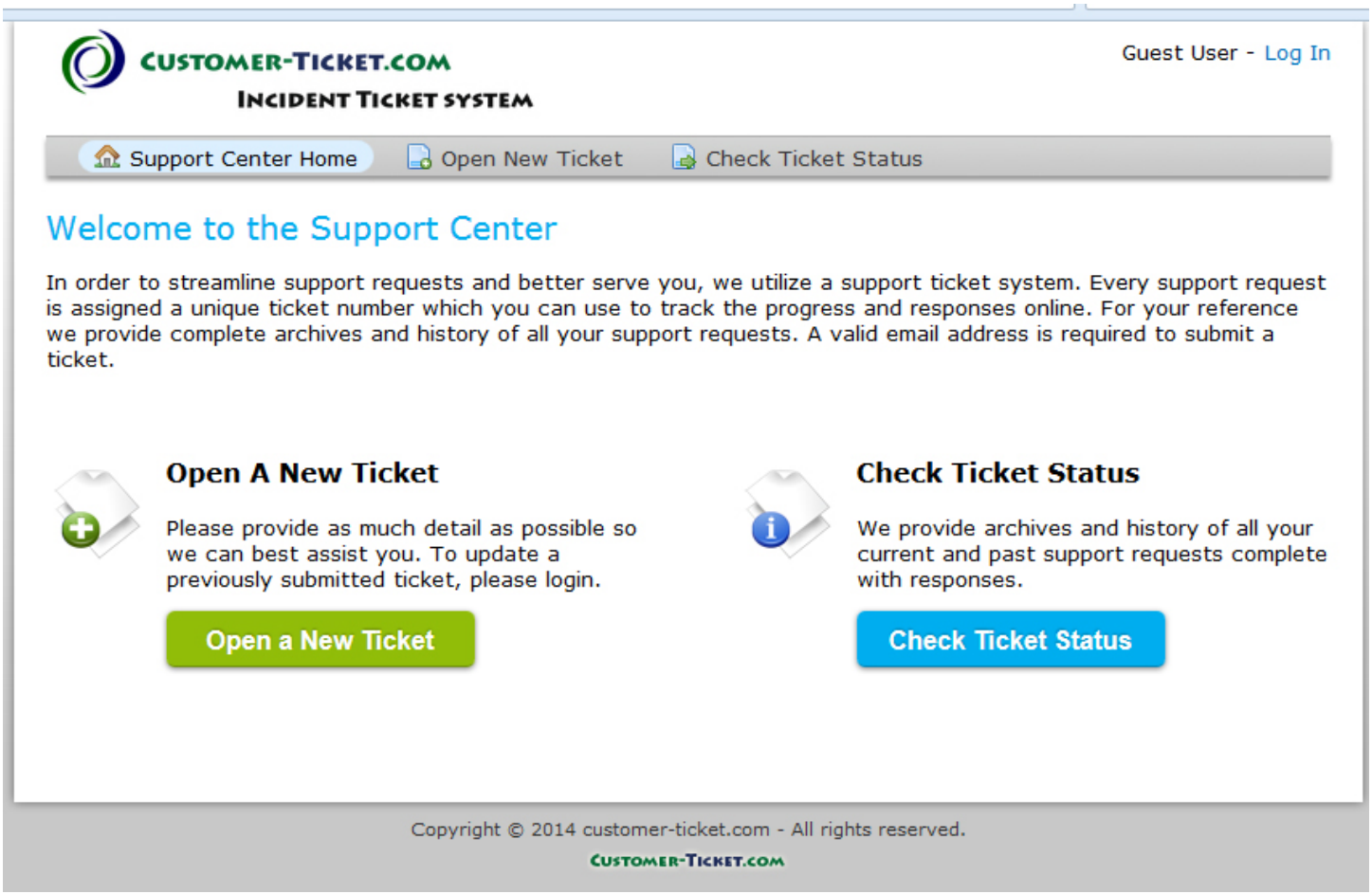
Most business managers agree support and service operations are essential to a business. Top-tier service leads to higher customer loyalty and customer retention, thus driving stronger and more profitable customer relationships.

However, many support organizations are not maximizing the efficiency by the latest technologies. Many customer service departments still depend on emails and spreadsheets to manage and handle enquiries. Tedious manual processes eat up lots of time of skilled employees on responding to emails and phone enquiries. Such practices are very expensive and always end up with delayed resolutions, missed service enquiries and failed Service Level Agreements (SLAs).

Our SaaS (Software as a Service), web-enabled, integrated system, centralized incident ticket warehouse and automatic workflow processing will keep track of every enquiry and streamlines the processes to ensure that SLA is met, no service issue is left unattended, and customer service representatives (CSRs) are maximizing their time. As a result, businesses enjoy much lower costs on CS operations, while raising customer satisfaction and issue resolution efficiency.

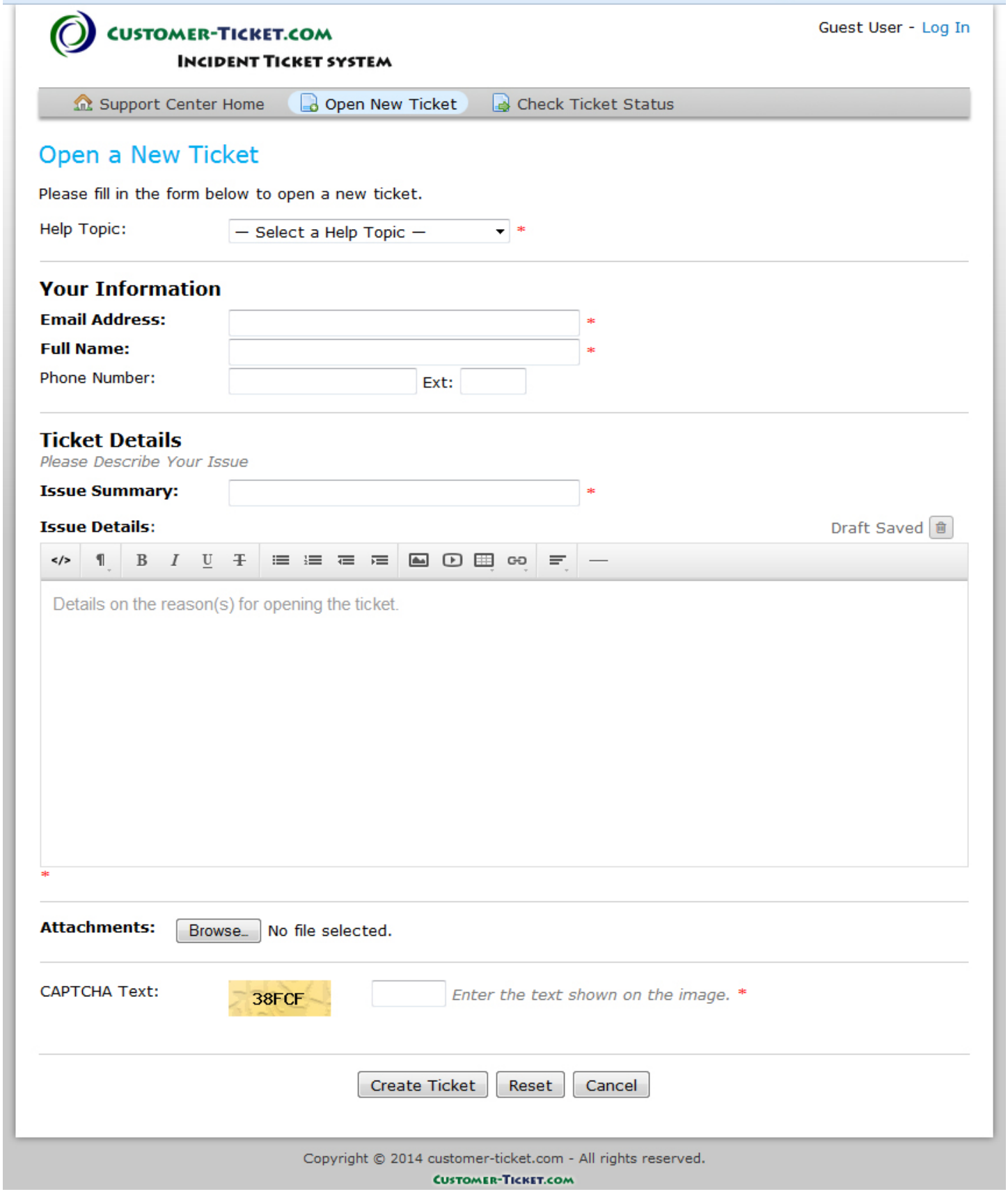
Customer-Ticket.com is determined to do exactly this for companies in various industries, from small businesses to large enterprises. Our web-based solution allows access from anywhere, business mobility and enhanced productivity. End results? Faster issue resolutions, complete audit trail, security controls, customer satisfaction and increased profitability.

Below are the screenshots of the various user interface (UI) of our incident ticket system, they will give you a look and feel of our web service.

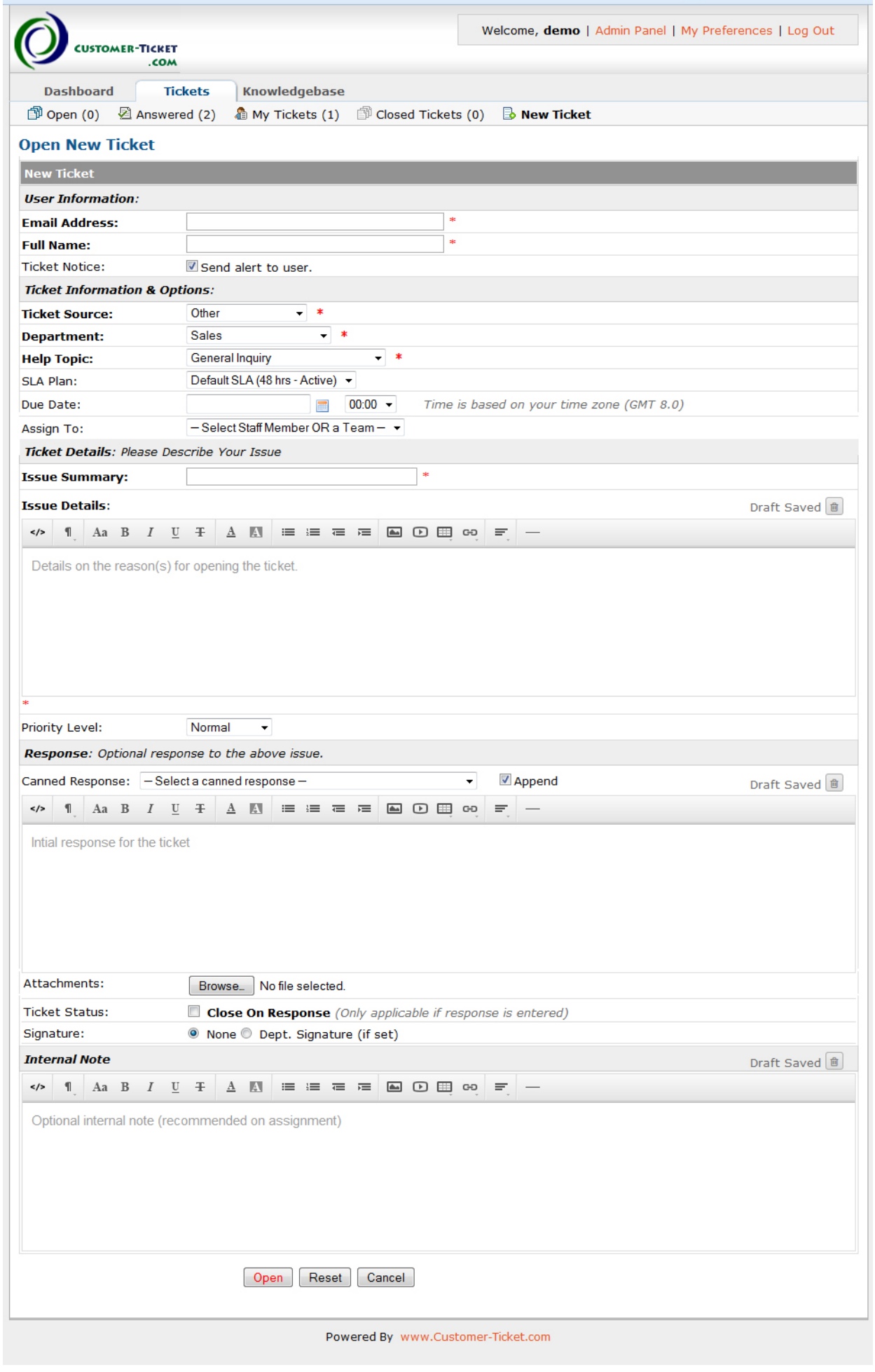


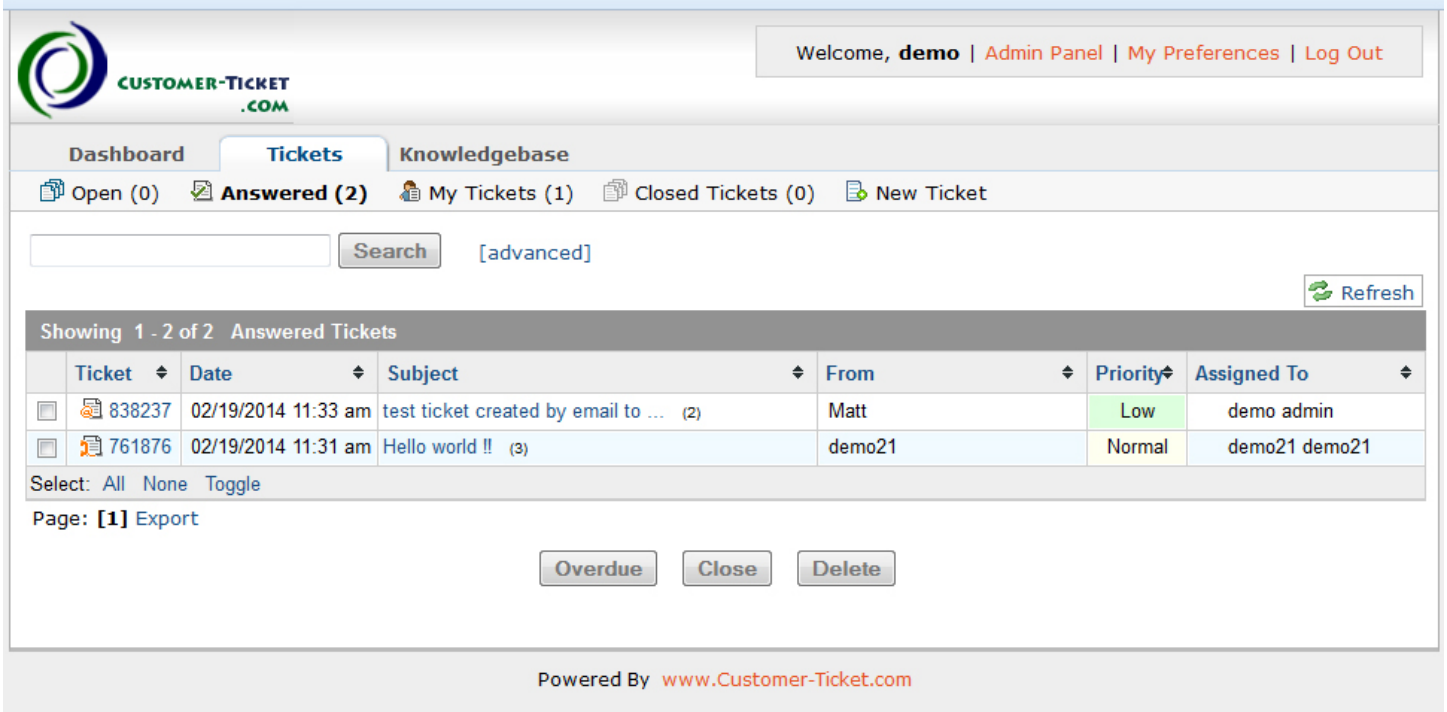
This is the main web site portal for customer access.

Customers can open a new ticket and check the ticket status which they have submitted before.

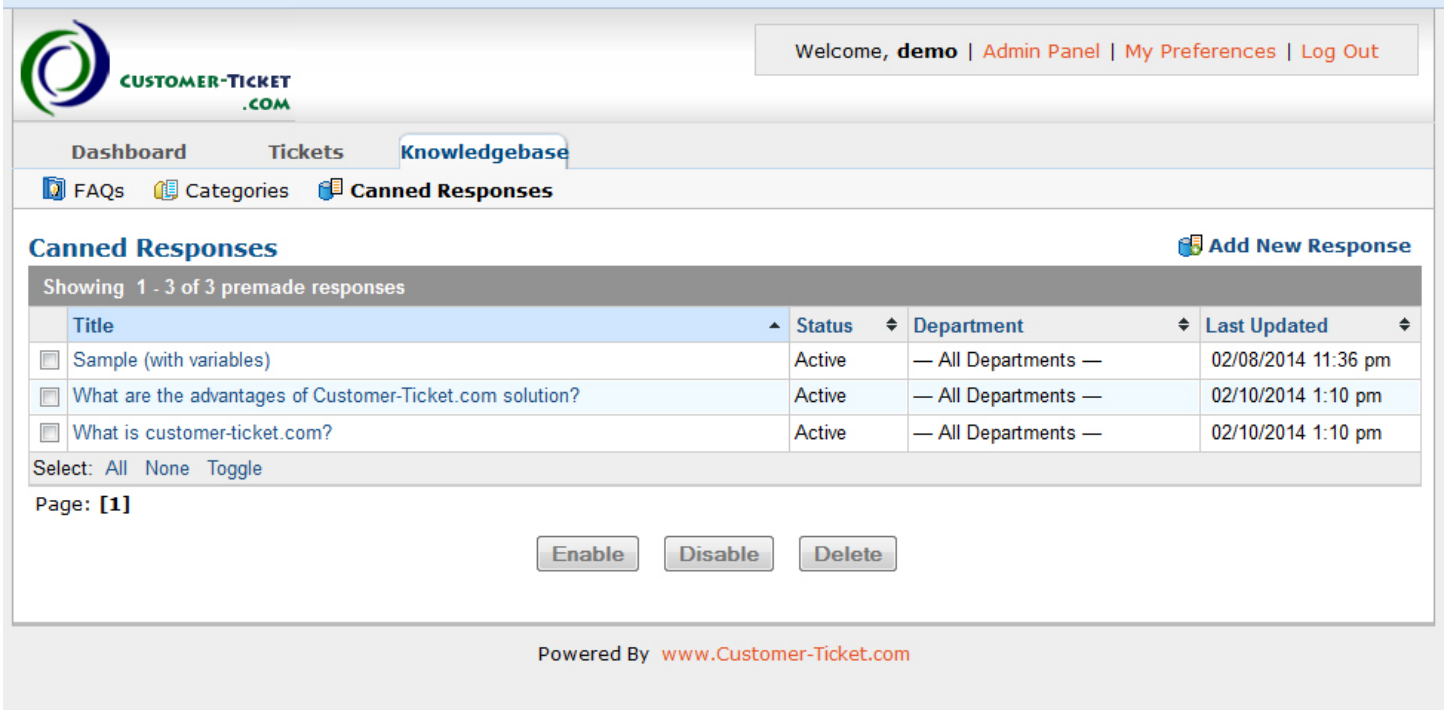


These are the incident ticket details for customers to fill in.


CUSTOMER-TICKET .COM
Welcome, demo | Admin Panel | My Preferences | Log Out
Dashboard
Tickets
Knowledgebase
Open (0)
Answered (2)
My Tickets (1)
Closed Tickets (0)
New Ticket
Open New Ticket
New Ticket
User Information:
Email Address:
Full Name:
Ticket Notice:
Send alert to user.
Ticket Information & Options:
Ticket Source:
Other
Department:
Sales
Help Topic:
General Inquiry
SLA Plan:
Default SLA (48 hrs - Active)
Due Date:
00:00
Time is based on your time zone (GMT 8.0)
Assign To:
– Select Staff Member OR a Team –
Ticket Details: Please Describe Your Issue
Issue Summary:
Issue Details:
Draft Saved
Details on the reason(s) for opening the ticket.
Priority Level:
Normal
Response: Optional response to the above issue.
Canned Response:
– Select a canned response –
Append
Draft Saved
Intial response for the ticket
Attachments:
Browse...
No file selected.
Ticket Status:
Close On Response (Only applicable if response is entered)
Signature:
None
Dept. Signature (if set)
Internal Note
Draft Saved
Optional internal note (recommended on assignment)
Open
Reset
Cancel
Powered By www.Customer-Ticket.com



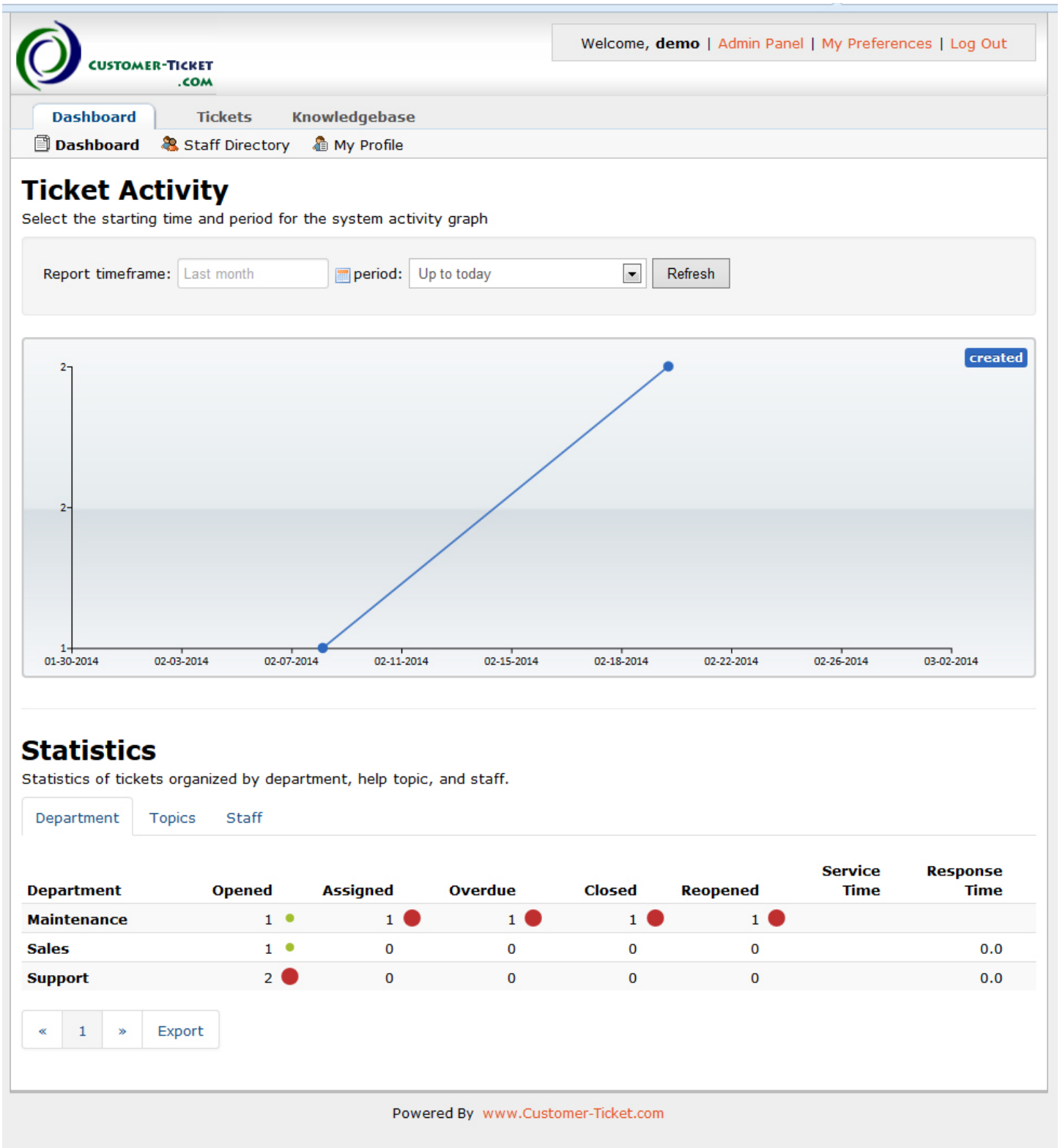
This is a general view by an authorized staff after logging into the incident ticket system. Unresolved, answered, closed tickets are all classified but easily accessible under one single window, allowing fast and efficient processing and resolutions.



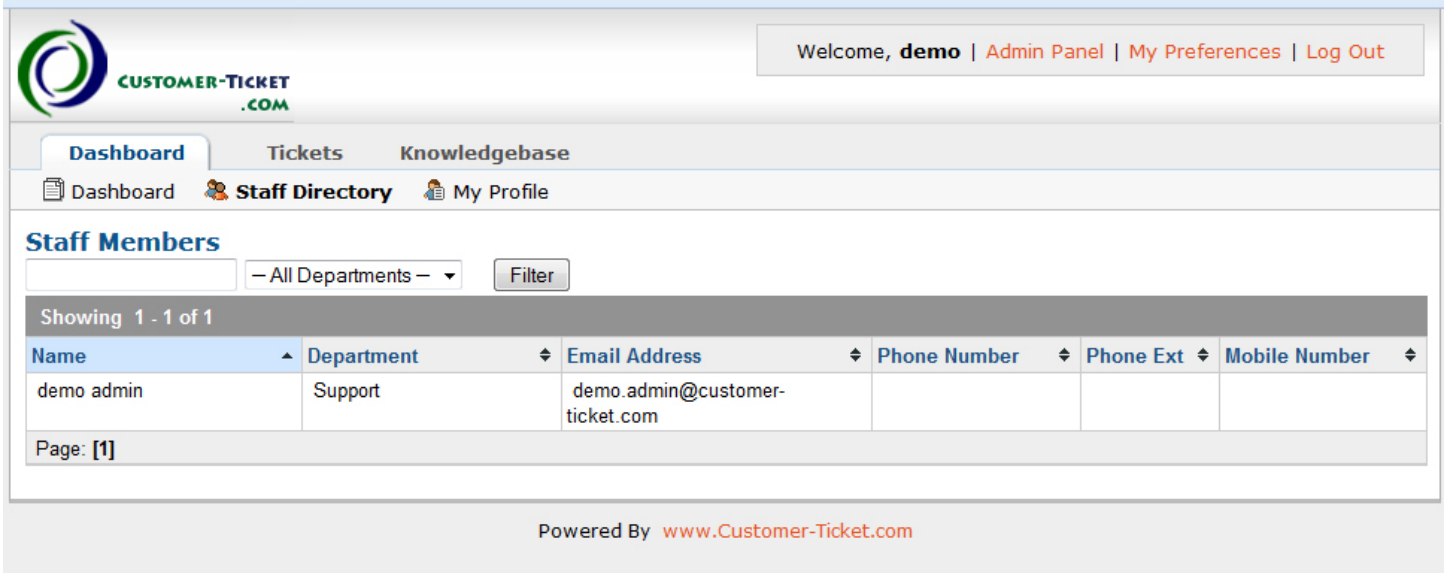
We know sometimes customers ask the same or very similar questions.

Canned responses allow standardized answering, consistent responses to the customers.

It is also much more efficient to resolve standard issues or enquiries.



Ticket activities and statistics are available for management supervision and benchmarking.



Staff directory, a standard feature to allow easy communications, especially for businesses with sizeable customer service operations.