

Tele-Support HelpDesk



For Companies who Provide:

- Customer Service
- HelpDesk
- Technical Support
- Call Tracking



- Known Issues Database
- Updates ACT! fields and Creates History Entry. Non HelpDesk staff are aware of tech issues before calling customers
- Contract and Pre-Paid Support Tracking. Track per hour or per incident contracts. Updates balance remaining in ACT!. Warns operator when expiration nears or the pre-purchased quantity has been depleted.
- Reporting – Built-in reports in Crystal that can be modified. Detailed summaries by customer, staff, category, product, priority, status and user defined categories.
- HTML Email with Templates and Merging
- Knowledgebase publisher

Tele-Support HelpDesk and ACT! – Working together since 1995

Tracks and measures inquiries from start to resolution

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Full Product Specifications
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- Hot Tips Knowledge Base - Use HTML, Rich Text, Graphics, Web Pages.
- Priority Escalation with Email Notification
- Launch external programs and pass HelpDesk parameters.
- RMA Tracking
- HelpDesk Post Office – Built-in central email. Log and attach both outbound and inbound email. Drag, drop, or auto link attachments to inquiries. Auto route inbound responses to existing inquiries and staff.
- User Defined Intake Forms – Configurable forms and questions to reflect problem type. Never miss required data or information again.
- Link Database - Drag, drop, and link documents, web sites, spread sheets, or any windows object to inquiry and contact record.
- Inquiry record has many User Defined Fields plus unlimited forms.
- Auto alert system reminds operators of newly assigned inquiries or newly arrived inbound emails or attachments.
- Inquiry Status Publisher – Allows customers to lookup status of inquiries and other information on open and recently closed inquiries.

Tele-Support HelpDesk is affordable, powerful, and a critical component in your company's Customer Relationship Management program.

***Runs over your LAN or from any Web Browser over the Internet
100% program functionality from anywhere in the World!***