

SanTMS





Ticketing

- Ticket Creation through Call / API
- Assign Lead
- Auto Reply
- E-Mail Attachments
- E-mail / SMS Alert to Assignee



Queues

- Queue Management
- E-Mail assigning to queues
- Escalation Matrix
- Queue Filtration
- Task Assignment
- MIS Reporting
- Queue Rules

Management

- Ticket Updation
- Quality Check
- Ticket Closure
- Happy Code





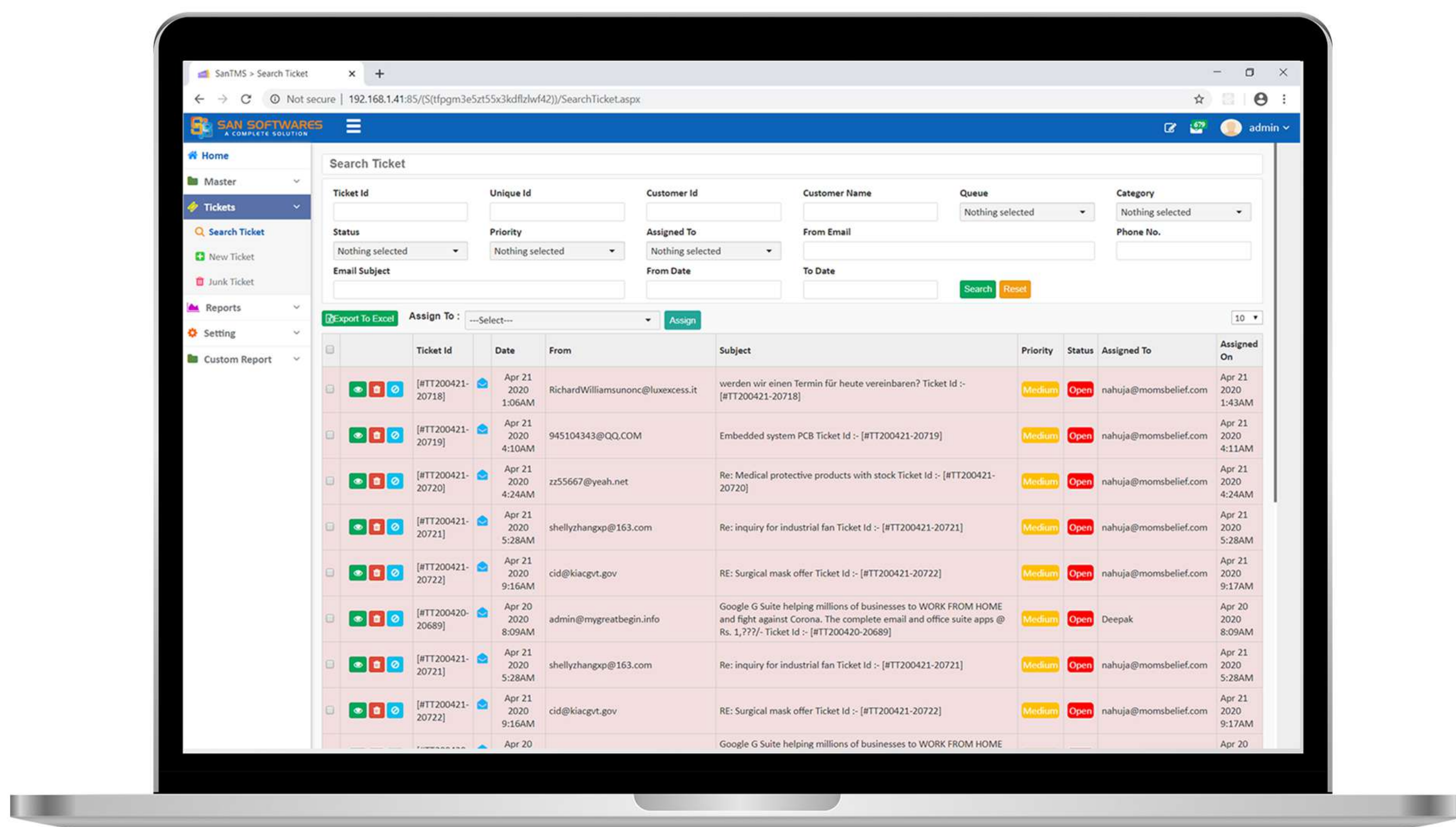
User Maintenance

- Logging of timing on each task
- Productivity MIS Reports





Admin Dashboard

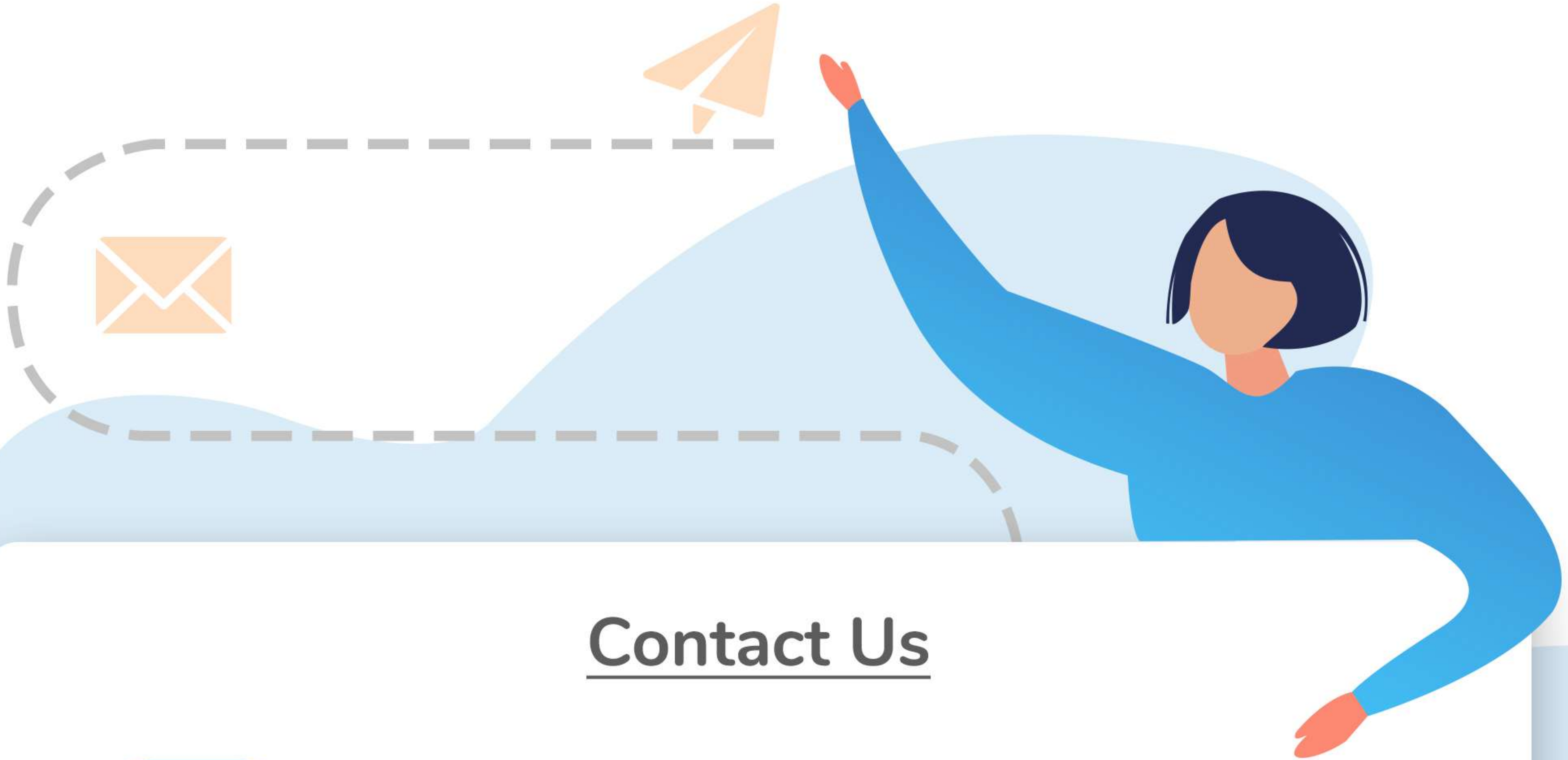


Admin Search Ticket





Lets Get Connected



Contact Us



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- Thank You -