

## Ticket Features

- Create a trouble Ticket with Customer, Subject, Issue Category and other Details.
- Automatically assign Tickets to a technician/support user, using the skill set manager.
- SLA is automatically assigned to Ticket after creation.
- Spell check and formatting option for the Diary entry.
- Graphical view of elapsed and remaining resolution time for a Ticket.
- Event based automatic email triggers like "On Ticket Creation", "On Ticket Assignment", "On Ticket Closure" and more.
- Audit trail option for important fields.
- Maintain a complete history of activities on a Ticket.
- Control the attachment size and number of attachments per Ticket.
- Track closure of Tickets.
- Email, print and copy Tickets.
- Define your own Ticket number pattern.
- Configure mutiple Ticket Templates and define a default Ticket Template.
- Highlight and Flag Tickets with different colors and icon based on Priority, Severity and Status fields.
- Quick Ticket option for creating Tickets with minimal files.
- Powerful search engine with filtering option on any field.
- Option to save and recall previous searches, using search templates.
- Search & Export Ticket data to MS-Excel or CSV files.
- Creating a parent-child relation between two tickets and automatically close the child Ticket when closing the parent Ticket.
- Create any number of Issue Category and Sub-Category.
- Create any number of Sub-Statuses for each Ticket Status.
- Add resolved Tickets to Knowledgebase to search for solutions for known issues.
- Auto and manual assigning of ticket to Users based on the skill sets defined.
- Audit Trail feature enables to view the history of changes in the tickets when enabled.

## General Features

- Create any number of Accounts (Customer) and categorize Accounts.
- Create logins for Accounts for self-servicing.
- Create any number of Contacts for an Account.
- Create any number of Products and Services.
- Create User Roles to define who can do what in each screen.
- Create any number of Users, Logins & User Groups/Departments.
- Configure list of holidays and working hours.
- Change the text of display labels, captions and messages using the terminology module.
- Create new list of values for user defined fields and add or remove existing values from lists.
- Option to User to update their profile, display settings and password.
- Broadcast general news/announcements to all Users or a Group of Users.
- Upload and display your own company image logo in the header of all pages of Application.
- Change Request tracker with approval work-flow.
- Upto 4 approvals per Change Request.
- Track implementation of Change Requests.
- Track pending and on-hold Change Requests.
- Create and configure customer surveys.
- Configure survey frequency for each Customer category, with survey expiry date.
- Easily create various reports on survey responses.

## Advanced Features

- Define any number of Service Level Agreements. Resolution time for each ticket calculated automatically based on the working hours and holidays configured, when a matching SLA is selected by system automatically during Ticket creation.
- Define upto 10 levels of auto email escalation for each SLA created. Both before and after resolution time escalations.
- Define any number of Business Rules. Auto-assign Tickets to Users, change fields values by using Business Rules when Tickets are created or modified.
- Use Mass Update option to update field values of many Tickets at the same time.
- Role based access for better security and data isolation.
- Multiple time zone support.
- Multi language support (Resource file required).
- Create any number of user defined fields like Text, DateTime and List of values.
- Change the layout/position of fields, hide/show a field, and mark a field as mandatory or not with the Field Layout Studio.
- Import Data from MS-Excel files for Accounts, Contacts and Products.
- Use local SMTP or external email server for email escalations.

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## Reporting Features

- Generate graphical or text reports.
- Users can drilldown from the bar and pie charts with the link and navigate to the detailed lists.
- Export option to MS-Word format.
- Available reports are Ticket Status Report, Ticket Priority Report, Ticket Severity Report, Point of Call Vs Non-Point of Call Report, SLA Report, Top Tickets Report, Log in Time Report, User Work Load Report.
- Save and execute T-SQL statements option for advanced Users.

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