



Transform Employee Support & Boost Operation Staff Efficiency

Empowering Productive Support

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Streamlining Ticket Workflow

Outdated ticket management methods hinder productivity and communication, creating bottlenecks in resolving employee queries and impacting overall organizational efficiency.

Teams-Integrated Ticket Automation

ROSS leverages Power Apps, Power Automate, and Copilot to automate ticket handling, prioritize incidents, and enhance team collaboration seamlessly within Microsoft Teams.



Features



Integration with Teams

Developed on PowerApps, ROSS seamlessly integrates within Microsoft Teams, providing a unified environment for efficient collaboration.



Email Integration

All tech support emails automatically appear in the ROSS system's Inbox tab, reducing the need for constant navigation with Outlook.



Automated Ticket Creation

ROSS automatically reads incoming emails, extracts details, and assigns a unique Ticket No. using PowerAutomate, streamlining the ticket creation process.



User-friendly Interface

Home Overview¹ tab provides a snapshot of user details, tasks, daily activities, ticket status (Open, In progress, Hold), and a monthly report of generated tickets.



Digital Worker Assistance

Empower users with an intelligent digital assistant for effortless ticket creation, information retrieval, & interactive support, enhancing user experience & reducing support friction.



Real-time Tracking and Insights

Stay in control with ROSS's robust tracking capabilities. Monitor the progress of tasks, gain insights into team performance, and make informed decisions based on real-time data.

