

Name: Prince Jay Mohammad Omar A. Sayre

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The screenshot shows the Zendesk agent interface. At the top, there's a navigation bar with a trial status and buttons for 'Compare plans' and 'Buy your trial'. Below this is a header with the agent's name 'Blake Jackson' and a '+ Add' button. The main content area is divided into a left sidebar and a right pane. The sidebar contains a list of tickets, with the selected ticket 'SAMPLE TICKET: Gift card #25' highlighted. The right pane shows the details of this ticket, including the user's profile, contact information, and a table of requested tickets. The table has columns for 'Ticket status', 'ID', 'Subject', 'Requested', 'Updated', 'Group', and 'Assignee'. The ticket is currently in 'Pending' status.

Ticket status	ID	Subject	Requested	Updated	Group	Assignee
Pending	#24	SAMPLE TICKET: Gift card	7 minutes ago	3 minutes ago	Support	Prince Jay Mohammad Omar Sayre

The screenshot shows the 'New Ticket' form in the Zendesk interface. The form is titled '[STI] New Ticket' and includes a 'Ticket #26' label. It features a 'Requester' field with the name 'Blake Jackson' and an 'Assignee' field with the name 'Prince Jay Mohammad Omar Sayre'. Below these fields, there are sections for 'CCs', 'Followers', 'Group', 'Organization', 'Brand', 'Type', 'Channel', and 'Priority'. The 'Group' is set to 'Support', 'Organization' is 'STI', 'Brand' is 'STI', 'Type' is 'Question', 'Channel' is 'Web Form', and 'Priority' is 'Normal'. A 'View in Support' button is located at the bottom of the form.

In atleast three (3) sentences, comment on the tool's user interface based on its functionality, features, and user-friendliness.

As ive tried working on the website as a school's IT help desk, I've found Zendesk to be a valuable tool for managing and resolving student inquiries. The platform's user-friendly interface and robust features

have streamlined our workflow, allowing us to respond to requests efficiently and effectively. The ticketing system is well-organized and easy to navigate, making it simple to track issue resolution and maintain a high level of customer satisfaction. Additionally, the knowledge base has proven to be a valuable resource for both students and staff, providing quick answers to common questions and reducing the overall workload.