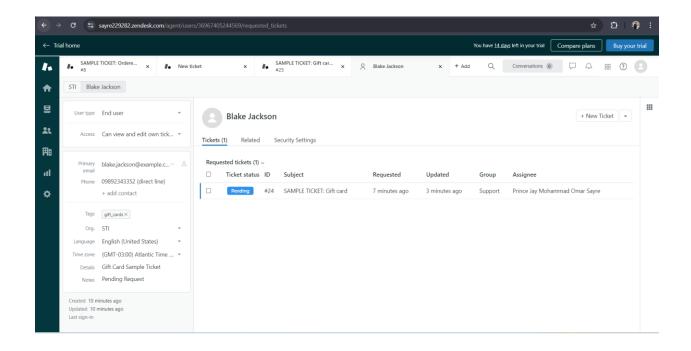
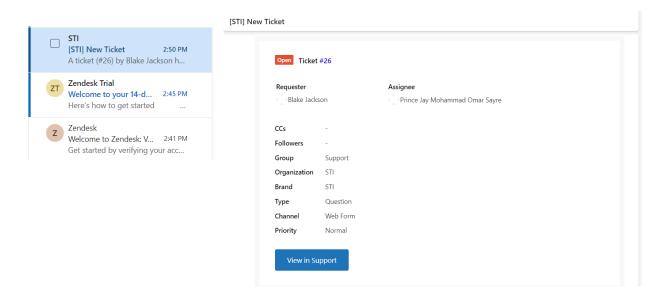
Name: Prince Jay Mohammad Omar A. Sayre Date: August 28, 2024

Section: BSIT 4-1BP





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.