

Who We Are

Background

TroubleTicket is much more than a desktop app, it is the delivery of a promise and the result of all of our interactions. This is why the change we are making goes beyond our product.

Values

Customers are always in our main focus. We value our customer and we always try to make things easy by making end to end solution for them.

Goals

We are here to help transmit our knowledge, experience, solidity, culture and mainly our ability to offer an efficient, high-quality, unique, and innovative solution that accelerate the digital transformation of your help desk service.

Why Choose Us?

Our solution has been designed to help you in a simple way. This solution helps you in your daily basis to provide a better service to your customers and users so that they can be served in their reported issues efficiently and with excellence

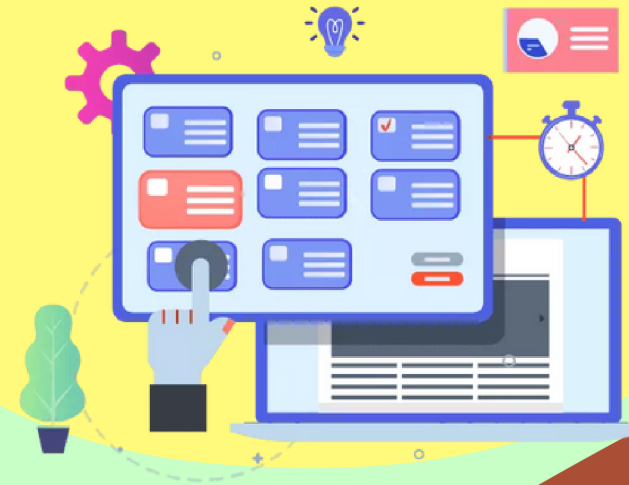
Visit Us

123 Science Hall
Las Cruces, New Mexico

Parking available.

+123-456-7890
@ticket_manager
hello@ticketmanager.com

Trouble Ticket



IMPROVE YOUR CUSTOMER SUPPORT



Generate a QR code by browsing through the 'More' option on the left-side object panel.

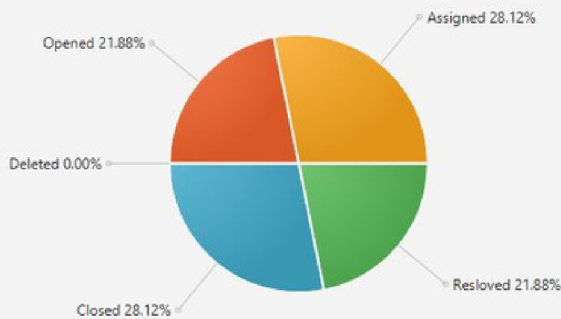
Products & Services

Easy to Manage

Our platform is one of the most user friendly tool in the ticket management category. our tool can show tickets in a single window where you can see the summary status of the tickets. Search and sort the tickets as per the user requirements.

View Your Ticket Summary

You can see the current status of all the tickets in a dashboard.



Products & Services

Ticket Manager

Your helpdesk team will have a good module to quickly view, search, create, edit, remove, and export the whole list of tickets you have received.

ID	Number	Subject	From User	Help Topic	Priority	Status	SLA	Assigned Agent	Department	Due Date	Created at
1	234567	A lot of people think you don't	John Smith (guest)	Help	Open	Open	Within 1 hour	Wang, Almond (staff)	Default Department	10/10/22 12:00 AM	10/10/22 02:00 AM
4	345678	Wednesday I want to leave class	Walter Wilson (staff)	Feedback	Low	Closed	Within 1 day	Barakun U (staff)	Default Department	10/10/22 12:00 AM	10/10/22 02:00 AM
5	789012	This document doesn't work	Alma Davis (staff)	Help	Open	Open	Within 1 day	Barakun U (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
6	890123	The U.S. government wants a	Horner Simpson (staff)	Feedback	Low	Closed	Within 30 days	Isabel Gonzalez (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
7	901234	Winters was only a short distance	John Smith (guest)	Help	Open	Open	Within 1 day	Barakun U (staff)	Default Department	10/10/22 12:00 AM	10/10/22 02:00 AM
8	012345	The last time I saw the water was a	James Williams (staff)	Feedback	Low	Closed	Within 1 day	Hong Yang Tung (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
9	123456	You do the math, people	Peter Parker (staff)	Help	Open	Open	Within 1 week	Wang, Almond (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
10	234567	I believe, very strongly, in round p	Walter Wilson (staff)	Help	Low	Open	Within 1 day	Barakun U (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
11	345678	You also had the honor of having L	Alma Davis (staff)	Help	Open	Open	Within 1 hour	Wang, Almond (staff)	Default Department	10/10/22 12:00 AM	10/10/22 02:00 AM
12	456789	I did not see you from across	Horner Simpson (staff)	Help	Open	Open	Within 1 week	Isabel Gonzalez (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
13	567890	But told me that he would come b	John Smith (guest)	Help	Open	Open	Within 30 days	Hong Yang Tung (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
14	678901	The setting of institutions is a m	James Williams (staff)	Feedback	Low	Closed	Within 1 day	Hong Yang Tung (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
15	789012	Events observed by The First st	Peter Parker (staff)	Feedback	Low	Closed	Within 1 day	Barakun U (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
16	890123	This is an area of the state and c	Walter Wilson (staff)	Help	Open	Open	Within 1 hour	Barakun U (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
17	901234	They were able to go and help pe	Alma Davis (staff)	Help	Open	Closed	Within 1 day	Isabel Gonzalez (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
18	012345	The catch is that tickets will have	Horner Simpson (staff)	Help	Open	Closed	Within 1 day	Barakun U (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
19	123456	Capacities Close Racing (CRM) w	John Smith (guest)	Help	Open	Open	Within 1 week	Wang, Almond (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
20	234567	Because of it, every day I make up	James Williams (staff)	Help	Open	Open	Within 1 week	Hong Yang Tung (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
21	345678	A half-hour later, the group mach	Peter Parker (staff)	Help	Open	Closed	Within 1 day	Hong Yang Tung (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
22	456789	One kind of crime a few years ag	Walter Wilson (staff)	Help	Open	Closed	Within 1 hour	Hong Yang Tung (staff)	Default Department	10/10/22 12:00 AM	10/10/22 02:00 AM
23	567890	in 2012, he and his wife Mary w	John Smith (guest)	Help	Open	Open	Within 1 day	Barakun U (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM
24	678901	How come some programs are	John Smith (guest)	Help	Open	Open	Within 1 week	Hong Yang Tung (staff)	Default Department	10/10/22 02:00 AM	10/10/22 02:00 AM

Comment Thread

Our product allow user to post both public and public comments against a particular ticket in a single interface. So , you can communicate with your customer as well as make internal communication meaningful

Products & Services

Validation

Our ticket creation module has built in validation system which help to create a ticket with proper information so that user dont need to worry about garbage values.

Single Ticket View

This product comes with a separate page to show detail status of a ticket. In this page staffs can view all information they need to take .

Ticket Number

774502

Ticket Status

Assigned

Ticket Priority

Low

Ticket Help Topic

Inquiry

Ticket Assigned To

Barakun U (staff)

Ticket SLA

Within 1 day

Created on: 10/10/22 02:33 AM

Updated on: 10/11/22 02:33 AM

Subject: The allowance drawer is empty

Description:

Post New Comment

Private / Public

Enter your subject here

Enter your comment here

Submit Private Comment

Past Comments

Private / Public

Comment 01.2

Title New Thread

Last updated: 10/06/2022 06:08 PM

Details First Comment

Type 1

AGENTS/STAFF DIRECTORY

In just one place, you will store and find easily who are your customers and staff information so you can contact them easily.