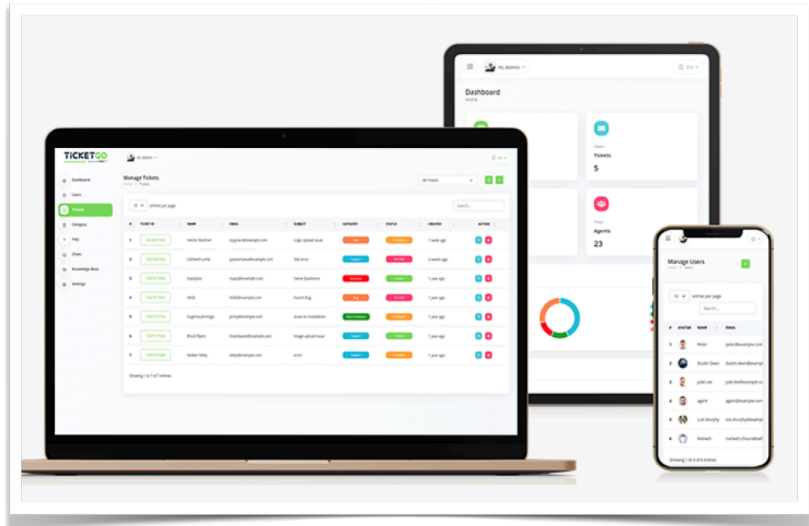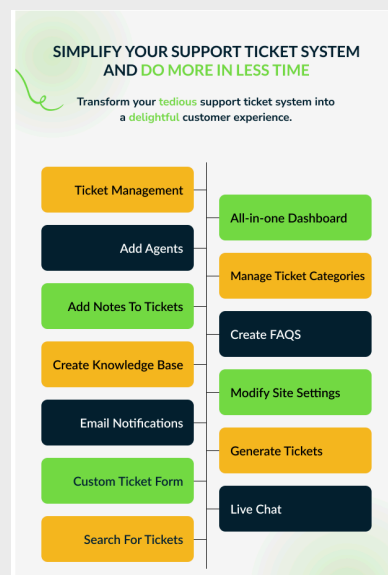# SafariDesk
Ticketing System

-Ticketing made easy-

Overview

Safari Desk is an adequately designed ticket-managing PHP system that facilitates a great user experience for your Clients / Customers / End-User. Accessible by multiple Agents and Admins, this tool helps in managing tickets generated by Clients / Customers / End-User. By adequately managed support you can close the generated tickets.

SIMPLIFY YOUR SUPPORT TICKET SYSTEM AND DO MORE IN LESS TIME

Transform your tedious support ticket system into a delightful customer experience.

Ticket Management	
	All-in-one Dashboard
Add Agents	
	Manage Ticket Categories
Add Notes To Tickets	
	Create FAQS
Create Knowledge Base	
	Modify Site Settings
Email Notifications	
	Generate Tickets
Custom Ticket Form	
	Live Chat
Search For Tickets	

A BETTER WAY TO MANAGE SUPPORT TICKETS AND IMPROVE CUSTOMER SATISFACTION

Eliminate The Chaos, And Run Your Business Smoothly.

✦ Branded Product with our WhiteLabel Option, featuring your Own Company Name and Logo

✦ Keep track of all your support tickets and agents - with one central dashboard Fully.

✦ Create ticket categories and gain access to unique ticket IDs, subjects, statuses, and other important information.

✦ TicketGo allows your clients to create tickets, and attach files to them without stress.

✦ With TicketGo, your clients can chat with your agents in real time, and get swift answers to their requests.

Answer Your Clients' Questions On Time. Take Your Customer Experience to The Next Level.
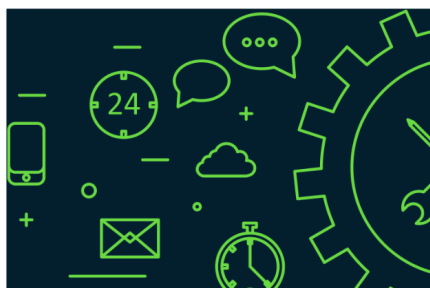
Flexible Hosting Options to Fit Your Needs!

At **SafariDesk**, we offer **versatile hosting solutions** to match your business requirements and preferences:

🏠 On-Premise Hosting

- Host the SafariDesk ticketing system on your own servers for full control over data and security.

- Ideal for businesses with **specific compliance needs** or **existing infrastructure**.

- One-Time Setup Fee + Annual Support & Maintenance Packages Available.

☁️ Cloud-Based Multi-Tenant Solution

- Enjoy a hassle-free, fully managed experience with our secure cloud hosting.

- No server management required—we handle updates, backups, and security.

- Annual Subscription Model, including 24/7 support and scalable resources.

SHOW YOUR CUSTOMERS HOW MUCH YOU CARE ABOUT THEM.

Make it Easy For Your Clients To Ask For Help

- Your customers can select their query from a list of FAQs, create their ticket, and attach files to it.

- The simplified custom ticket form makes it easy for your clients to fill the fields when creating support tickets.

Give Your Clients Fast, Direct Access To Your Agents

- Your clients can chat with your agents in real time, and get their requests sorted quickly.

- They can even use TicketGo's push notifications to stay on top of messages sent from your agents.

Which Option is Right for You?

Whether you prefer in-house control or the convenience of the cloud, SafariDesk offers a solution that meets your operational needs and budget.

✉️ **Email:** sales@safaridesk.io

📞 **Phone:** +1 919-561-7421

🌐 **Website:** www.safaridesk.io

Let's discuss how SafariDesk can transform your support experience!