

**SmartTicket offers you a full range of help desk software features that work together to meet your unique support needs whether it is external or internal**

**SmartTicket** is an effective help desk / call tracking / bug tracking / issue management solution for delivering effective customer service and product support from your help desk or support department and eliminates communication bottlenecks and stop problems from falling through the cracks. **SmartTicket** is one of the most featured support system that guarantees ROI to the corporate.

**SmartTicket** is a 100% web-based solution that enables your external customers accesses the product from any-where, any time and any client PC of any configuration and any operating system.

**SmartTicket** is developed with the latest Microsoft .NET Architecture that ensures, higher performance, vertical and horizontal scalabilities, Guaranteed 24 x 7 uptime and all at surprisingly at economical cost that suits your budget.



“With **SmartTicket**, every support request whether internal or external is properly tracked, addressed and measured against your support policies...”

<b>Product Features</b>
◇ Customer Master
◇ Internal Users
◇ Projects / Departments
◇ New support request
◇ Assign Requests / Track Requests
◇ Address Requests
◇ Announcements / News
◇ Discussion Forums / User Suggestions
◇ Access Controlled Knowledge Base
◇ Electronic Documentation
◇ Seamless Connectivity to your Email
◇ SmartChat ® - web-based online chat
◇ SmartRep ® - Dynamic Reporting tool
◇ SmartAudit ® - Complete Audit Trail
◇ SmartDBM ® - Database Management
◇ Multi-Lingual Support (Optional)
◇ Designed for High Volume Users
◇ Inbuilt Access Control List

**SmartTicket** can work on both your intranet and internet environments. **SmartTicket** is a robust and easy-to-use helpdesk that helps organizations automate their customer service and IT support processes to deliver consistent, reliable and superior service to both internal and external customers.

With **SmartTicket** you can configure your Service Level Commitments (SLCs) for addressing the issues based on their category and track requests that violates the SLC and served within SLC.

Further the dynamic reporting utility of **SmartTicket**, provides you the on-fly graphical and data reports that helps you in analyzing performance of your departments / projects on various requests raised.

<b>Technology</b>
☒ ASP, VB.NET / Lotus Notes / ASP.NET
☒ Server Windows and Clients any OS
☒ MS SQL / Oracle (optional)

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## **Usability features and benefits:**

Rapid setup and deployment - you can be working in hours not days

Browser based - no client software required.

Searchable ticket database - find tickets based on keyword, user, similar problem etc.

Unlimited Reports – with export option.

Context sensitive help on every screen plus full documentation

Three levels of access/permissions

Administrator and user comment fields - track each and every exchange

No Training Required

Real time system status

Secure access via unique URL, User Id, And Password

Auto-escalation for SLA (service level agreement) tracking - multiple levels

Audit trails provided by action and comment logs with date/time, IP Address stamping

Custom look and feel with your company logo - match your own website

Any time anywhere access via the Internet / Intranet

Dashboard – provides the logged-in user a snap-shot of transactions

Statistical and Analytical reports of both data and graphical nature

Mass Action on requests (Close, Transfer etc.,)

Discussion Forums for free discussions

Complete history of customer requests

Notification Engine – for sending information through Email / SMS etc.