



Deskiva

Cloud Ticketing and Help desk Solution

INTRODUCTION



- Deskiva is a Cloud Ticketing and Help desk Solution.
- Deskiva can be used as a help desk system for customers' internal employees and/or a ticketing system for clients.
- A seamless process reduces cost and saves time solving your client's issues and supporting them.
- Customers can use Deskiva through a simple, easy-to-use, multi-user, web-based customer support platform.
- Using Deskiva, users can log a ticket, report an issue, create a request, or even submit an inquiry.
- The system comes packed with more advanced features and tools.



KEY VALUE

- Single and Direct Point of Contact.
- Automated Process assigning and escalating tickets.
- Team Performance tracking.
- Periodic reports on activity.
- Security and Scalability
- Easy and efficient team collaboration

CUSTOMER IMPACT

- Organize high volumes of requests in a centralized system.
- Improve communication with customers.
- Reduce time consuming for normal manual process to report and solve issues.
- Increase employee efficiency / Customer experience and satisfaction.
- Measure customer feedback based on issue/tickets submitted..

MULTI CHANNELS, OUT-OF-THE-BOX.

GET IN TOUCH WITH YOUR CUSTOMERS WHERE THEY ARE.

Deskiva Simple web interface

New incoming emails
create tickets automatically



Qualify your customers queries
with a customizable website form

Use the Live Chat plugin on your
website to instantly log tickets

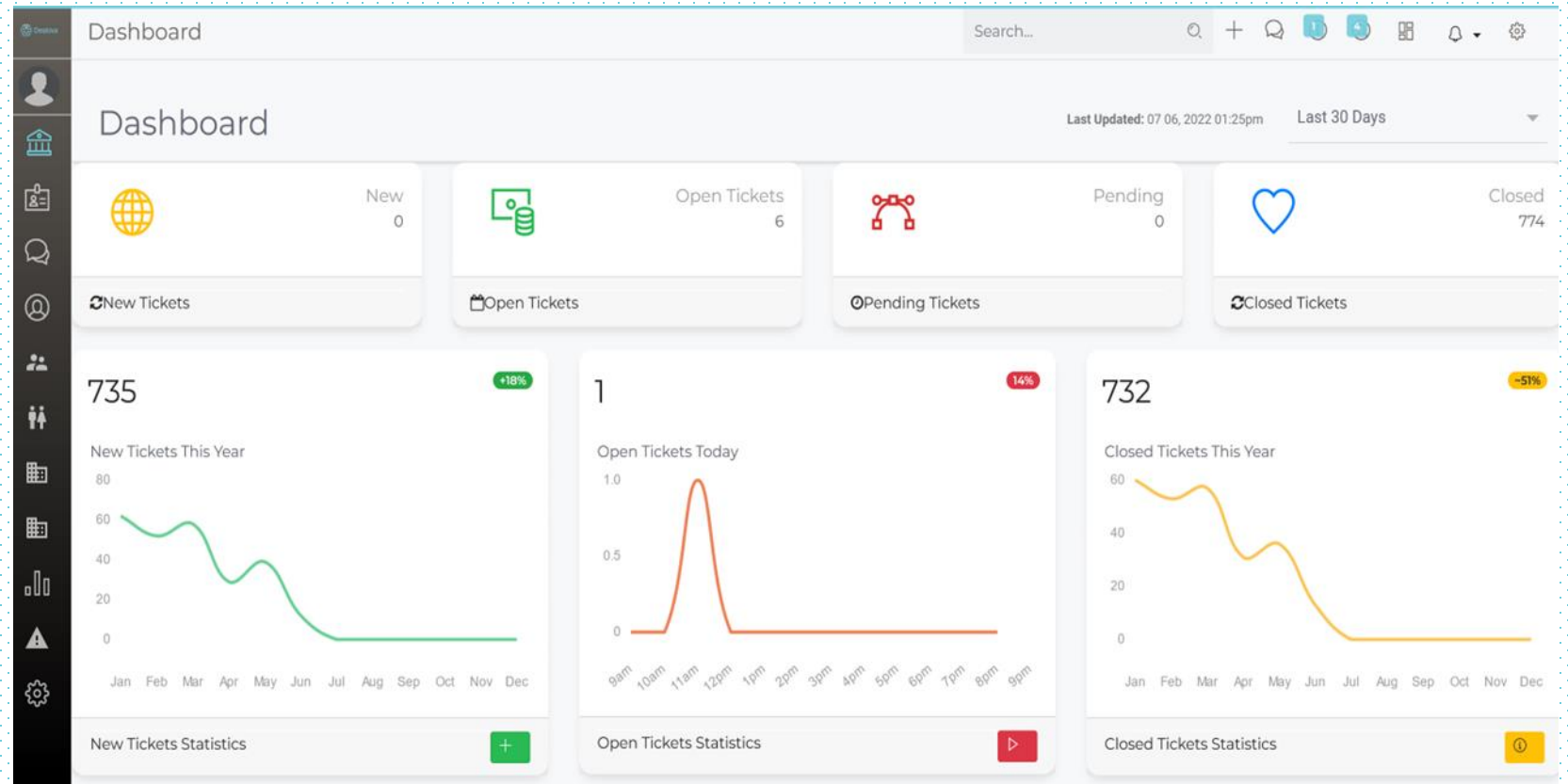
Rich APIs allow logging ticket from any
back end system or automated services

AWESOME USER INTERFACE

USER FRIENDLY WEB PORTAL WITH RICH KPIS

Dashboard

- Get an instant overview of your team's workload.
- Easy Monitor team performance
- System overview and basic historical statistics.
- Categorizing tickets status KPIs



CREATE, PRIORITIZE, ASSIGN, TRACK AND RESOLVE CUSTOMER TICKETS

Open Ticket with Customizable fields for each business type

Subject

Customer type Service type Service name

Name Phone No Email

Priority

Normal Urgent Critical

Description

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Attach images by dragging & dropping or pasting from clipboard.

Please try to be as specific as possible. Please include any details you think may be relevant, such as troubleshooting steps you've taken.

CANCEL CREATE



OVERDUE TICKETS FOR BETTER TRACKING

Deskiva helps remind you of tickets that haven't been updated in a while, keeping agents on top of tasks.

Tickets		1 - 50 of 113,230		Refresh				Search
STATUS	#	SUBJECT	CREATED	REQUESTER	GROUP	ASSIGNEE	UPDATED	
<input type="checkbox"/>	Open	197649	This is my test ticket	Jan 29, 18	Chris Brame	Administrators	Chris Brame	--
<input type="checkbox"/>	Open	197629	This is my issue	May 12, 17	Chris	ctek@trudesk.io	Chris Brame	Jan 31 at 5:10pm
<input type="checkbox"/>	Pending	197628	My subject will go here	May 11, 17	Tomm One	tomm.one@trudesk.io	Chris Brame	May 15 at 10:25pm
<input type="checkbox"/>	Open	197627	Here is my issue	May 11, 17	Tommy Boy	tommy.boy@trudesk.io	Chris Brame	May 17 at 12:47am
<input type="checkbox"/>	New	197626	My Ticket Issue	May 11, 17	Chris hardy	chris@trudesk.io	Chris Brame	--
<input type="checkbox"/>	New	197625	This is my ticket	May 11, 17	Tom Hardy	tom.hardy@trudesk.io	Chris Brame	--
<input type="checkbox"/>	Open	197613	Example Ticket With 73191	Aug 31, 16	User 3608	Test Group 2337	Chris Brame	May 04 at 11:05pm
<input type="checkbox"/>	New	197611	Example Ticket With 75921	Sep 11, 16	User 8790	Test Group 4060	--	May 19 at 12:59am

DESKIVA MAIN FEATURES

Cloud Hosted and Managed Service

Multi types (Ticket, issue, inquiry and request)

Customization and Integration Option

Automated Escalation for overdue tickets

Different SLA based on ticket priority

Multiple User Level access



TICKET ROUTING

Group, Team and Department

- Configurable Teams for tickets. Route inquiries without exposing internal departments or priorities.
- Tickets can be streamlined for faster response times by being routed to pre-determined departments.
- Based on service type, tickets can be routed automatically to the concern team.

The screenshot displays the Deskiva interface for configuring ticket routing. It is divided into two main sections: 'Teams' and 'Departments'.

Teams Section:

NAME	TEAM MEMBERS	TEAM ACTIONS
MOGAB CALL CENTER	[7 member icons]	[EDIT] [DELETE]
MOH	[3 member icons]	[EDIT] [DELETE]
SuTechV Help Support	[2 member icons]	[EDIT] [DELETE]
SuTechV Team1	[4 member icons]	[EDIT] [DELETE]
Support (Default)	[3 member icons]	[EDIT] [DELETE]
WABAIAT		

Departments Section:

NAME	TEAMS	GROUPS	ACTIONS
مطار الوجه	مطار الوجه	Airports	[EDIT] [DELETE]
مطار البيضاء	مطار البيضاء	Airports	[EDIT] [DELETE]
مطار تبرك	مطار تبرك	Airports	[EDIT] [DELETE]
مطار حائل	مطار حائل	Airports	[EDIT] [DELETE]
مطار خلع لوم	مطار خلع لوم	Airports	[EDIT] [DELETE]
مطار رفحاء	مطار رفحاء	Airports	[EDIT] [DELETE]
مطار شروزة	مطار شروزة	Airports	[EDIT] [DELETE]
مطار طريف	مطار طريف	Airports	[EDIT] [DELETE]
مطار جرح	مطار جرح	Airports	[EDIT] [DELETE]
مطار نجران	مطار نجران	Airports	[EDIT] [DELETE]
مطار وادي الدواسر	مطار وادي الدواسر	Airports	[EDIT] [DELETE]
مطار نجران	مطار نجران	Airports	[EDIT] [DELETE]

EMAIL AND SMS TEMPLATES

Email and SMS Integration

- Provide quick, consistent responses by creating pre-formatted automated replies.
- Different templates for ticket creation, closed and auto escalation.
- Integrate with SMS gateway to send automated SMS notification for ticket status change

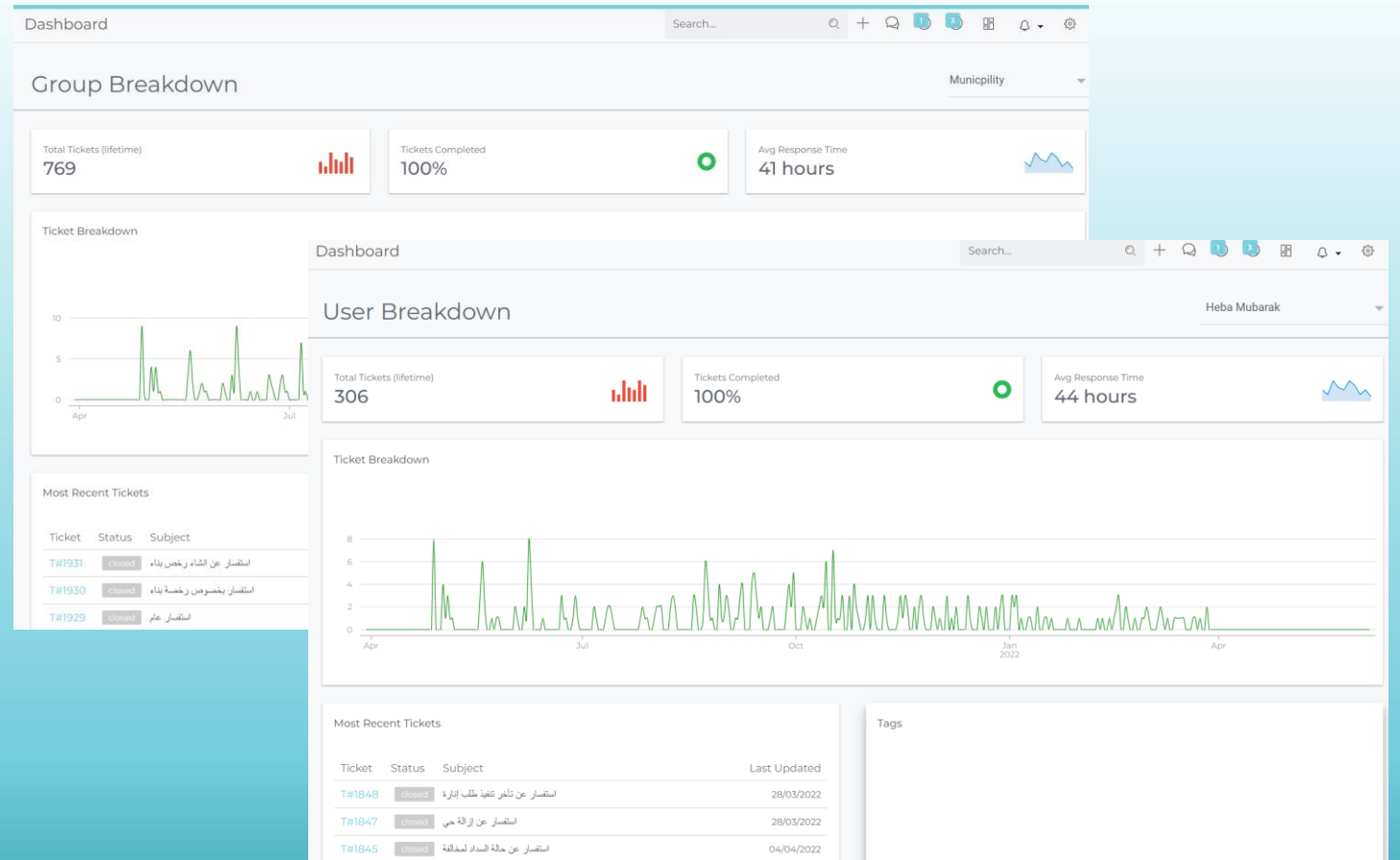
The screenshot shows the 'Settings' page in the Deskiva dashboard. The left sidebar contains navigation options: General, Appearance, Permissions, Tickets, Mailer, Elasticsearch, Push Service, Backup/Restore, Custom Fields, and SMS. The main content area is divided into sections:

- Enable New Email Templates:** A toggle switch is turned on (green).
- Notification Templates:** A list of templates is shown on the left, including 'Ticket Closed', 'Ticket Escalation', 'Ticket Created', and 'Password Reset'. The 'Ticket Closed' template is selected, showing its description: 'Email notification sent when a ticket is closed.' Below this, the 'Mail Subject' is set to 'Ticket #{{ticket.uid}} Closed - {{ticket.subject}}'. There are 'SAVE' and 'Open Editor' buttons.
- Mailer:** A section for email preferences. The 'Mailer' toggle is turned on. The 'Mail Server' is set to 'smtp.gmail.com'. There is a 'Use SSLv3' toggle which is turned off. The 'Port' is set to '587'.

ADVANCED REPORTING TOOL

Reporting Tool

- Deskiva Reporting tool provides general and specific different reports per groups, department, teams, agent and ticket status
- Not only normal reports but also Deskiva provides filtered reports dashboard to get more insights about team and agent performance



MAIN TARGETED SECTORS



Small and Medium Business



Health Care



Enterprise



Retails



Government



e-commerce

THANK YOU



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