Helpdesk Automation

Resolve Incidents on Time 3X More

DATASHEET
The Soffront system is outstanding. Their newest version is possibly the best CRM that I have used.  

- Evan Rosenfield, American Securities

Improve Employee Productivity and Company-wide Collaboration

**Define your Helpdesk Process**

Setup a helpdesk process that keeps incidents on track to resolution and keeps employees focused. Use your own process or follow best practices. Dynamically generate action buttons that guide agents through the defined process.

Helpdesk agents can view complete incident details along with employee and system information. Helpdesk managers can easily reassign incidents to other team members or groups to balance the workload and maximize overall team effectiveness.

**Assign Incidents**

Automatically assign incidents to support queues and agents based on configurable parameters. Assign incidents based on availability, workload, products or services, or round robin.

**Escalate Incidents**

You can configure rules to escalate incidents that remain in the same stage of the resolution process. For example, define a rule to send e-mail to the helpdesk manager or re-assign the ticket, if it is a critical issue and has not been resolved in 4 hours.

**Notify Everyone**

Setup email notifications to trigger on status changes, field updates, or based upon the movement of incidents through.

When your agent is assigned a new incident, s/he receives an automatic e-mail with a link pointing to that particular record. When an incident is closed, the submitter receives an automatic e-mail with the solution and a survey.

**Monitor for Continuous Improvement**

Get timely, fact-based insight into the entire helpdesk process for continuous improvement.

Helpdesk dashboards offer instant snapshots of support key performance indicators (KPIs) including Agent Productivity, Support Response Time, Ticket Ageing, Employee Survey Results, etc.

**Offer Self Service**

Provide a easy to use search interface to your employees where they type in questions or use keyword/phrases with logical operators. Let your employee submit incidents online and check the status of pending incidents from your website, twenty-four hours a day, seven days a week.

**Manage Assets**

Manage your entire portfolio of assets including IT and fixed assets. Tag the asset; know where it is located and who is using it. Keep track of key information like life expectancy, current value, maintenance dates and warranty/contracts.

**Process Inbound Emails**

Respond faster to email inquiries by automatically analyzing the incoming email and routing it to the right agents.
Use Mobile Devices

Provide mobile access to real-time information to your field support agents for iPhone, Android, Blackberry, PDAs, and offline laptops.

Prepare agents fully before visiting a customer and deliver quick access to critical information like contracts during onsite troubleshooting meetings.

Your field support agents can create work orders on the fly to acquire parts and tools and submit call records with time and parts information.

Part of a Comprehensive CRM Suite

Soffront Employee Helpdesk is a part of Soffront’s comprehensive CRM Suite.

The Soffront CRM Suite is comprised of Marketing Automation, Sales Automation, Customer Support, Employee Support, Defect Tracking, Knowledge Management, Order Processing, Asset Management, CRM Portal, Mobile CRM and more.

The Soffront CRM Suite is completely web-based and can be deployed in days.

Employee Helpdesk Features

- Employee/IT Helpdesk
- Queue Management
- Asset Management
- Automatic Surveys
- Support Dashboards

Standard Features

- Calendar / Activities Management
- Email Integration
- Word and Excel Integration
- Google Maps Integration
- Queries, Reports, and Analytics
- Form Designer
- Workflow / Process Management
- Import and Export Capabilities
- Automation Rules
- Escalations and Notifications