How efficient is your support service?

Do you know how long it takes your support center to handle a ticket, from the moment it's opened to the actual resolution of the issue? Can you keep track of tickets, monitor their status, and identify priorities?

An efficient and effective customer support

Kalliope Ticket enhances ticketing service management. The module's versatility makes it essential for efficiently processing requests and reports.

Thanks to its intuitive yet advanced features, this module enables significant time and resource savings, improving productivity and operational efficiency. It ensures a better response to customer needs while optimizing internal company processes.

Tickets can be created by internal operators or directly by the end customer, who has access to the module interface.

Simplify the management of your ticketing system

Kalliope Ticket allows:

- Quick creation of a ticket through the dedicated section
- Easy interaction with customers
- Assignment of an operator for resolution
- Opening of tickets by external suppliers
- Automatic ticket creation from emails
- Targeted sharing with a single operator or entire team
- Reporting for historical and daily ticket status overview
- Monitoring of SLA (Service Level Agreement) to measure the quality of service provided

	numerazione	notifiche	ticket	final customer	stato	priorità	in carico a	assegnato a	tipologia	account	sla	data creazione	data ultimo reply	stima	tracking
	TICK-0030		Cambio di indirizzi IP	Aladino	nuovo	0	Jacopo Azzetti	Jacopo Azzetti	sviluppi e implementazioni	Aladino		19/04/2024 16:33:51		01:40	00:00
	TICK-0029		Disservizio connessione internet	Aladino	nuovo	0	Amministratore CPL	Amministratore CPL	sviluppi e implementazioni	Aladino		19/04/2024 15:50:16		01:40	00:00
	TICK-0028		Configurazione utenti	Test S.p.A.	nuovo	priorità 3	Paola Magri	Paola Magri	analisi	NEXTUP		18/04/2024 17:15:04	19/04/2024 10:59:41	00:00	03:20
	TICK-0024	1	Richiesta commerciale	NEXTUP	nuovo	priorità 1	Marco Verdi	Marco Verdi	commerciale	NEXTUP		28/03/2024 12:08:00	26/04/2024 10:26:19	00:00	00:00
	TICK-0022		Verifica Segnalazione	NEXTUP	in lavorazione	priorità 1	Mario Rossi		problematiche	NEXTUP		28/03/2024 12:01:14	18/04/2024 17:23:43	00:00	00:00
	TICK-0002		Segnalazione sala	Netresults	nuovo	priorità 3			analisi	Netresults		04/10/2023 20:15:45	20/03/2024 11:04:58	00:00	00:00
	TICK-0001		Richiesta supporto	NEXTUP	nuovo	priorità 3			commerciale	NEXTUP		04/10/2023 10:37:35	20/03/2024 10:04:51	00:00	00:00

An always up-to-date overview

The table shows the list of tickets, providing an overview of key information such as status, priority, type, creation date, and more.

The ticket in detail

The detailed view provides a description and all the necessary information to identify each ticket's issue.

Track your activities

Responses related to ticketing activity can be tracked for each ticket, and the option to generate a reply, attach files, or even select a message template to speed up the process is available.

Communication made easy