JitBit HelpDesk v9.4.6686.25283

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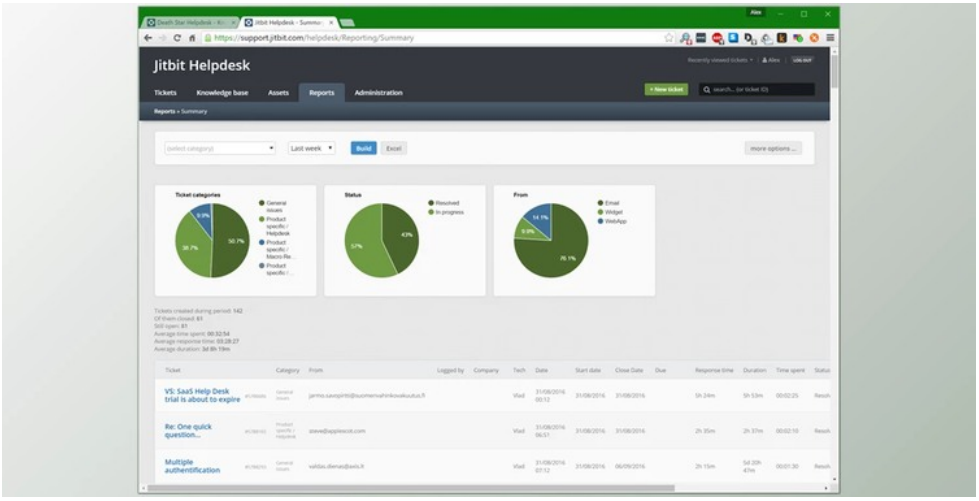

JitBit Helpdesk is an IT help desk management solution developed for businesses of any size which provides automatic routing, event management, inbox management, ticket management, and self-service gateway plugins inside a package. The item can be obtained either in cloud-based and on-premise deployment alternatives and comes with a mobile program for iOS and Android.

JitBit Helpdesk features ticket direction that permits users to handle requests from several resources by delegating them customized tags and classes. These questions are then routed to the most suitable service team according to their availability and regions of experience.

JitBit Helpdesk features cellular programs that enable users to monitor the status of the requests with their cellular devices and guarantees that brokers are conscious of their impending orders.

With the support of reporting and dashboards to monitor and track KPIs, users get a comprehensive view of their help desk actions.

JitBit HelpDesk Great Features:

- Alerts / Escalation
- Automated Routing
- Call Center Management
- Customizable Branding
- Document Storage
- Email Management
- Interaction Tracking
- IT Asset Management
- Knowledge Base Management
- Macros/Templated Responses
- Multi-Channel Communication
- Network Monitoring
- Real-Time Chat
- Remote Access/Control
- Reporting/Analytics
- Self Service Portal
- Service Level Agreement (SLA) Management
- Ticket Management

所有软件资源 100%安全 已检测 无病毒 无篡改
去预览

标签

Web & Script Other

- Workflow Configuration