



## IraHelpDesk

*An Advanced, Secure and Feature Rich Email Ticketing System*



Typical ticketing services that are Cloud hosted and cater to a wide range of business verticals provide limited scope for customization.

IraHelpDesk is an advanced ticketing software that provides you the flexibility to customize your email support process by integrating with your existing business applications, allows you to add business specific features that can improve the overall efficiency of your customer support process.

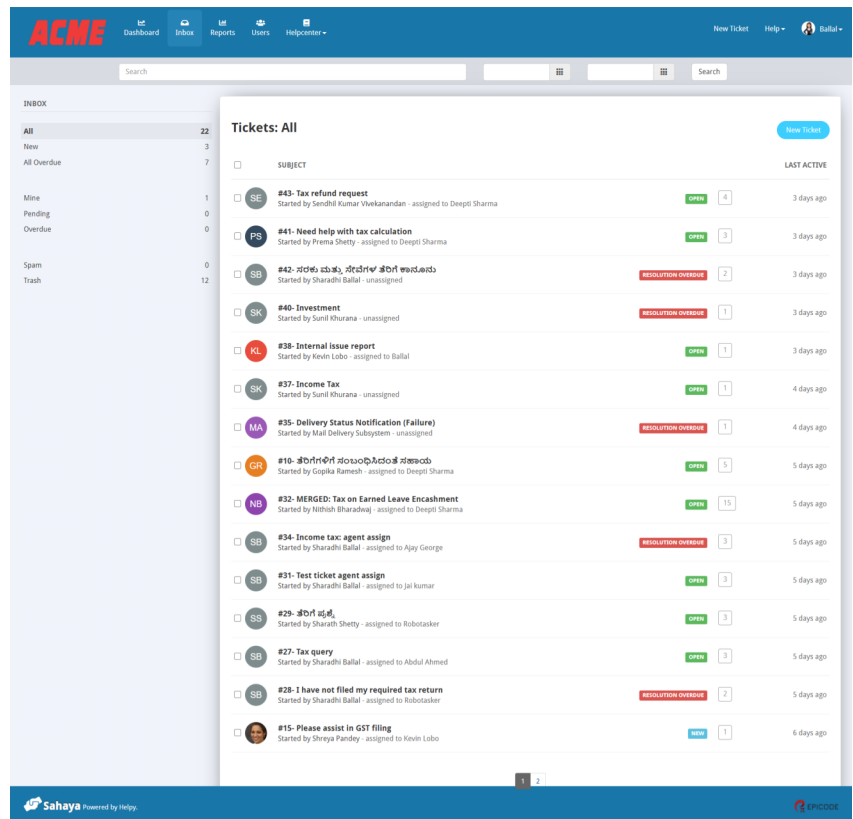
It can be deployed either on-premise or in the private cloud infrastructure of medium and large enterprises; especially those in the Finance, E-commerce or Healthcare sectors with stringent data security compliance requirements. As most users now have easy access to email tools through their smartphones at all times, business customers prefer it over voice based support for various reasons.

### Key Capabilities

- Robotasker
- Email Ticketing
- Knowledge-base
- Complete Audit Trail Reporting
- Responsive UI
- Web hook Integration
- Data Security
- Ticket Categories and Tags

One of the biggest advantages is the integration of email support systems into other channels like chat. The results are tangible with increased ROI. Besides, user IDs or ticket numbers, support through emails favors traceability by the customer support team as well as the user. This allows both concerned parties to keep a tab on whether or not an issue was resolved in time.

With add-on modules like Video KYC, Chat and click to call phone dialing, IraHelpDesk can quickly metamorphose into a multi-channel, comprehensive customer engagement platform.

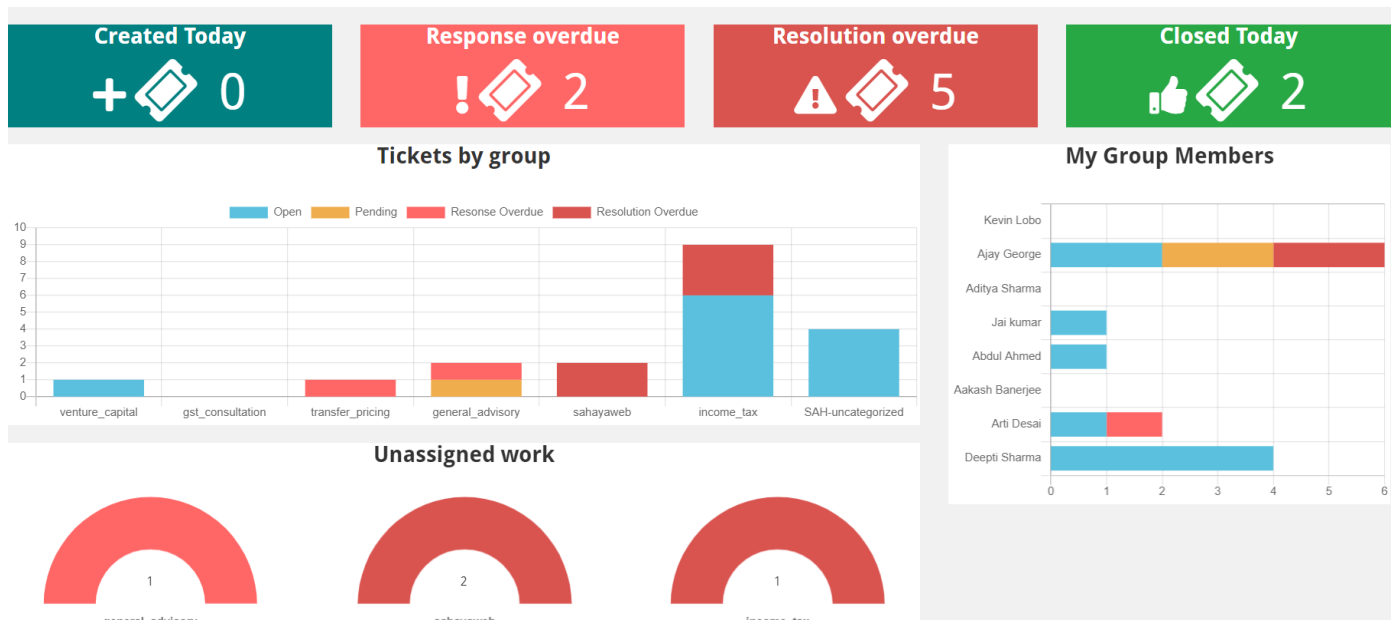


## Self Service Web Portal

IraHelpDesk allows creation of a self service web portal allowing customers to access relevant information, log support tickets and follow up for updates on the tickets through the portal. An in-built knowledge base helps to publish various articles/FAQs to help customers in solving the issues on their own.

## SLA Tracker

Allows users to configure Service Level Agreement rules for each ticket to meet process deadlines. Set automatic reminders to agents when SLAs are not met and alert managers for quicker action.



## Robotasker

A powerful rule based engine that allows users to automate email distribution and trigger process specific actions on incoming emails. Robotasker improves the efficiency of the ticketing system by at least 50 % resulting in significant cost savings. Users can add new rules using an easy to use web based Interface.

## Ticket Tagging

Allows users to group related tickets by applying tags for easy analysis and faster issue resolution.

## Reporting

Reporting provides a complete overview of how many requests are being received, how they are being answered and how the team is handling them. This information will help to train the support team or department and improve the customers overall experience.



[www.epicode.in](http://www.epicode.in)  
+91 80-67935393  
[enquire@epicode.in](mailto:enquire@epicode.in)

## About Us

A passionate team of like-minded professionals developing niche and robust software based communication products and solutions that can contribute to the continuous evolution of technology and add to the competitive advantage of our enterprise customers and partners.

## Why choose us?

The "Epicode Solution framework" supports different types of third party integration and deployment architectures depending on the business case, while meeting the local regulatory requirements of the country where it is being deployed.

**Unit # 2201A, 22nd Floor, World Trade Centre, Rajajinagar, Bangalore - 560055**