

EazeWork – Business Applications

EazeSupport

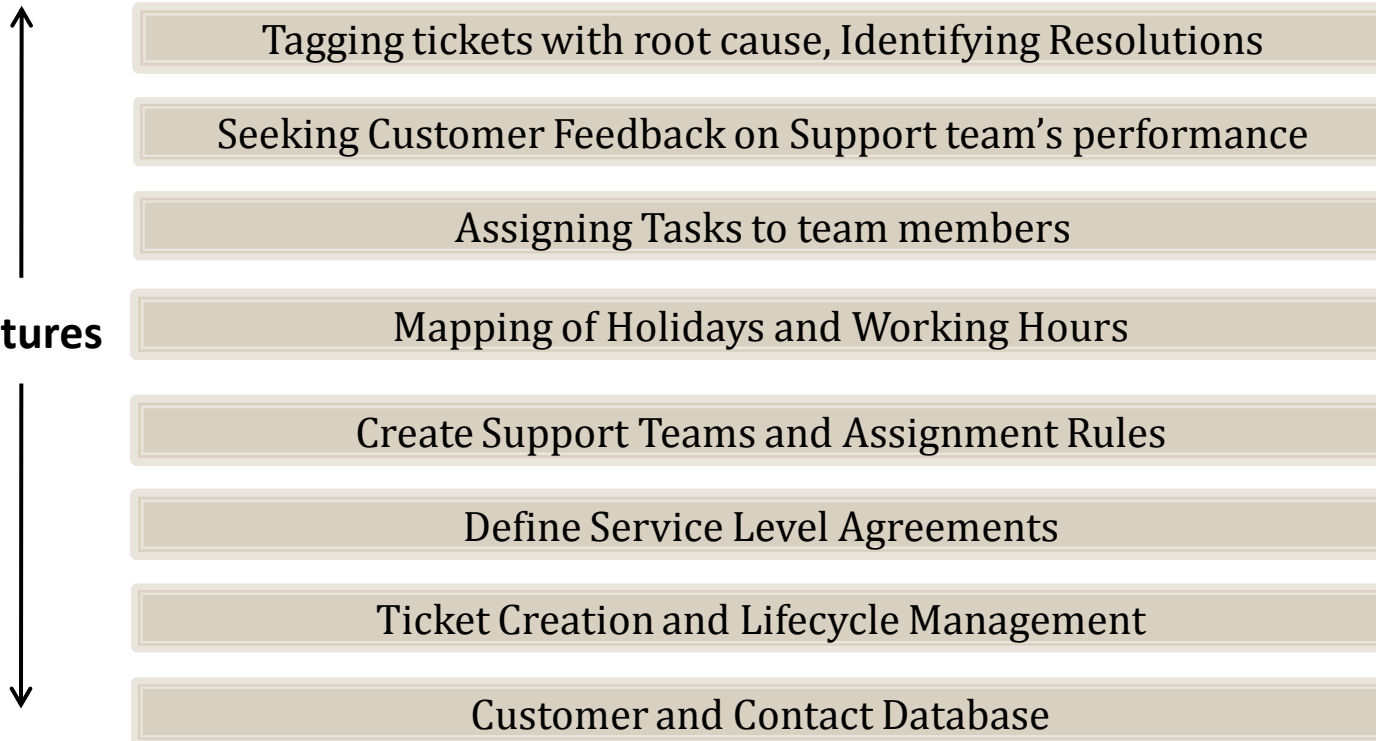


EazeSupport – Helpdesk, SLA and Trouble Ticketing

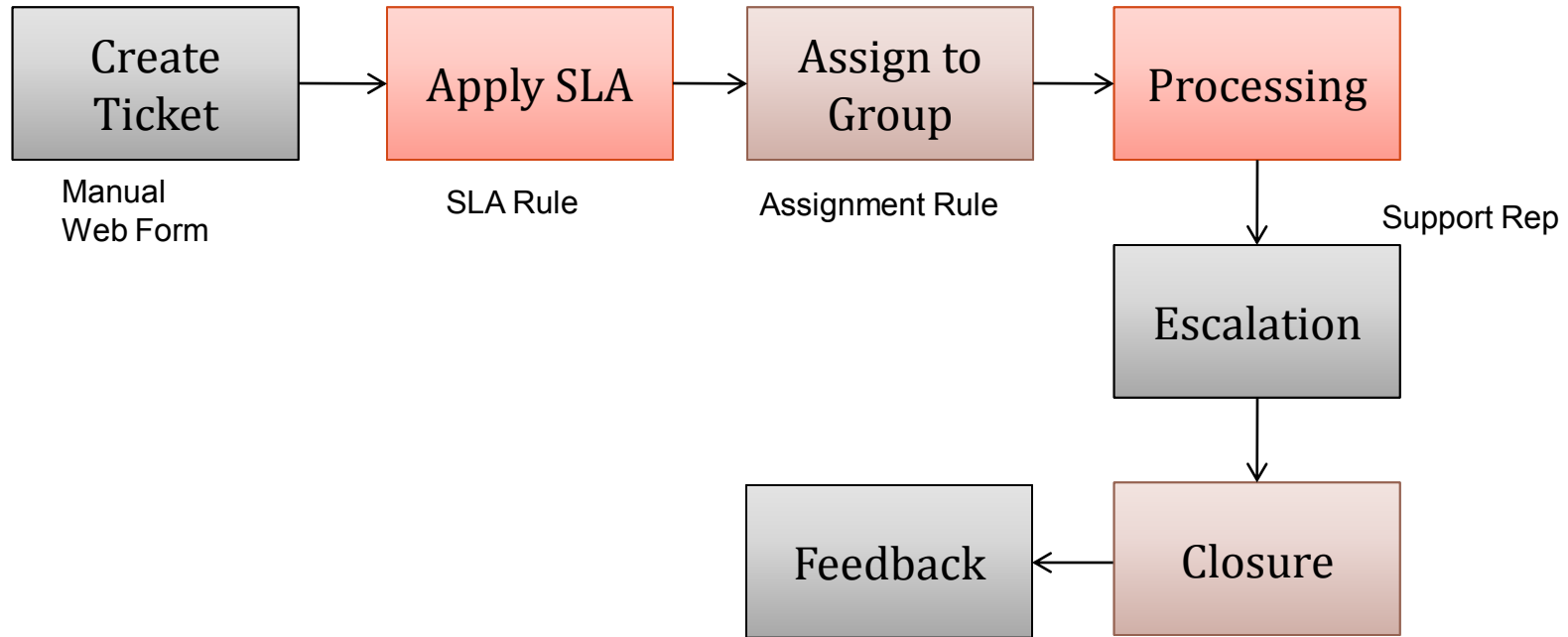
- Through EazeSupport you can
 - Manage all your customers and their contact details in one central place
 - Create multiple SLAs based on various parameters
 - Use tags, custom defined categories, priorities to segregate tickets
 - Send alerts on escalation of tickets to right persons
 - Define assignment rules so that the ticket gets assigned to the right Support Representative
 - Allow customers or employees to directly create and track ticket process

Feature List

- EazeSupport is designed to be used primarily where SLA monitoring and history tracking is important



Ticket Management Process



Summary View of Ticket

Tickets							
ID	Subject	Contact	Customer	Created On	Priority	Assigned To	Status
T00043	Variable Heads N	Punit Malhotra1	SOTPL/Punit	01-May-13, 17:48	Critical	Abhilash Pal	In Process ▲ 1
T00066	Expense head to	Santosh Yadav	Mara Ison	16-May-13, 13:19	High	Abhilash Pal	In Process
T00067	PF Auto Number.	Omnath Dixit	Star World Wide	16-May-13, 15:10	High	Nimit Kumar Chik	In Process
T00068	Project code Mast	Vineet Atri	Vinculum	17-May-13, 10:58	Critical	Abhilash Pal	In Process
T00069	" file not found"err	Seema Prem	FIA/Seema	17-May-13, 13:36	High	Vivek Kumar Gupt	In Process
T00070	Head swapped in	Tanushree Chau	Innovis	17-May-13, 20:13	Critical	Vivek Kumar Gupt	In Process
T00005	Leave not getting	Rahul Mittal	Analec	02-Apr-13, 18:15	Critical	Nimit Kumar Chik	Closed ▲ 2
T00012	Employee Expens	Seema Prem	FIA/Seema	07-Apr-13, 22:55	Critical	Nimit Kumar Chik	Closed ▲ 2
T00018	Email service is g	Vaibhav Tyagi	EazeWork	11-Apr-13, 11:32	Low	Abhilash Pal	Closed ▲ 1
T00024	Recruitment data	Vineet Atri	Vinculum	24-Apr-13, 15:56	Medium	Abhilash Pal	Closed ▲ 1

No.Of Rows: 10

1 2 3 4 5 ... >>

Customer Portal

Customer Portal
[Quick help on this page](#)

Customer Portal

ID	Subject	Created On	-Select- Priority	-Select- Status
T00002	Enrollment requested	05-Mar-12, 12:52 PM	Medium	Closed
T00003	Second ticect	05-Mar-12, 07:51 PM	High	Open
T00004	Referral feedback	06-Mar-12, 02:56 PM	Low	Open

No.Of Rows: 1

View Closed Tickets

ID	Subject	Created On	-Select- Priority

Create Ticket Contact Name

Open Since
 Priority

Status
 Attachments

Subject*
 Remarks*

General
Attachment
Feedback

New Tickets

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6

Reports

Ticket Status

Review Ticket Status by

Support Rep	All <input type="text"/>	Mode	All <input type="text"/>
Status	All <input type="text"/>	Priority	All <input type="text"/>
Customer	All <input type="text"/>	Contact	All <input type="text"/>
Category	All <input type="text"/>	Type	All <input type="text"/>
Date From	01/09/2013 <input type="text"/>	Date To	15/01/2014 <input type="text"/>

Generate

ID	Subject	Customer	Contact	Priority	Type	Category	Sub Category	Creation Date	Creation Time	Closure
T00029	Web attendance	Analec	Arpita Sen	Critical	New Feature	EazeSales	Contact	09 Oct 13	19:08	09 Oct 13
T00030	Upload	Analec	Anil Nath	Critical	New Feature	EazeSales	Contact	09 Oct 13	19:38	21 Oct 13
T00031	Lead excel download	Analec	Anil Nath	High	New Feature	EazeSales	Lead	24 Oct 13	10:11	
T00032	Browser not ok	Mara Ison	Suresh Madhav	High	UI	EazeHR	HRIS	25 Oct 13	10:53	
T00033	Photo not loading	Zamil Infra	Rajeev Apte	Critical	Bug	EazeHR	HRIS	25 Nov 13	12:59	25 Nov 13
T00034	Lead data	Zamil Infra	Rajeev Apte	High	New Feature	EazeSales		25 Nov 13	13:05	

No.Of Rows: 10

Export Complete Tickets
Export Summary

Why EazeWork

- Understanding of Indian market and service requirements of Indian clients
 - Mix of phone, chat, onsite support
 - On-boarding and data archival services
- Applications are designed for the web and hence are light weight scalable and secure
 - All communication is through SSL secure connection
 - Data center is compliant with US standards of controls
- Applications are built on a process based design and you can select the processes you want and use. The processes include best practices followed by world's leading companies
- We provide unmatched flexibility
 - various editions are on offer and you can select the one that meets your requirement
 - you can scale up the number of subscribers as your business grows
 - all applications are integrated at the back end – if you take a new application later on your data will be automatically integrated