Enspekt

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ENSPEKT HELPDESK

Every customer problem answered on time.

Give each problem a customer reports a numbered ticket, answer it in one thread with notes your team keeps to itself, and see the response and resolution targets for each priority.

- Response and resolution targets per priority
- Support tickets in your client portal
- A Customer Complaint from a ticket

Support your quality team can see.

Problems reported by phone or email get lost in inboxes, and nobody knows which one is late. Here each problem is a numbered ticket with targets for its priority, the customer follows it in the client portal, and a real failure becomes a Customer Complaint without retyping it.

Targets you can see

Each ticket shows its first-response and resolution targets, and the list marks it on track, at risk or past target.

Notes kept inside

Internal notes and files stay with your team: the customer sees your replies, shared files and the status.

From ticket to complaint

Raise complaint carries the customer, product, serial and description into a Customer Complaint, its severity set by the priority.

What's included

Helpdesk: one module, everything below

Numbered tickets

A customer and contact, a priority from urgent to low, an assignee, and duplicates merged into one ticket.

One thread

Replies are emailed to the customer and shown in the portal; Send and wait or Send and resolve moves the ticket as you answer.

Notes and files

Notes only your team sees, and files of up to 10 MB, internal or shared with the customer.

Targets per priority

Response and resolution hours per priority, on working days if you choose, the clock stopped while you wait on the customer.

Reuse answers

Canned replies with the names filled in, and up to five solved tickets worded like this one.

Reminders and closing

A resolved ticket closes by itself after a set number of days unless the customer replies, with a reminder first.

Client portal

Contacts who already use your client portal report a problem, follow it and reply on Support tickets.

Raise a complaint

A ticket that shows a real failure becomes a Customer Complaint, while the ticket stays open for the customer.



HOW IT WORKS / 03

From a report to a closed ticket.

Report
Portal or your team

Reply
One thread

Wait
Clock stops

Resolve
Send and resolve

Remind
Before closing

Close
By itself

No email-in yet

Tickets are raised by your team or by customers in the portal. A problem that arrives by email is entered with New ticket.

Working days

The weekend days you choose do not count toward a target. There are no opening hours.

Replies reopen

A customer reply to a waiting or resolved ticket opens it again and tells the assignee.

Teams in turn

A default team gives new tickets out in turn, or to whoever has the fewest open.

Granted per member

View, edit and manage levels: merging, closing by hand, teams and settings need manage.

Customer rating

If you choose, the resolved email asks the customer for one to five stars, once.

BUILT FOR Support agent · Support lead · Quality engineer · Customer contact

Enspekt

PART OF ONE PLATFORM

Works with the rest of Enspekt.

A ticket reaches the teams that fix the cause.

COMPLIANCE
Raise complaint opens a Customer Complaint linked to the ticket, its severity set by the ticket's priority.

FIELD SERVICE
Service job opens a field service job from the ticket, and the ticket lists its jobs.

CLIENT PORTAL
Customers see their own tickets, your replies and the status, and reply there.

ON EVERY ENSPEKT WORKSPACE

- Offline-first field app
- Reports & analytics
- Complete audit trail
- Role & module permissions
- Multi-factor sign-in
- English & Arabic

See Helpdesk in your workflow.

Book a demonstration built around your own processes, or create a workspace and switch the Helpdesk bundle on.

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