Agiloft

Agile Internal Help Desk

Close tickets faster than ever, minimize interruptions, and deliver exceptional service across the enterprise with Agiloft's flexible Help Desk solution.

Manage IT Service Your Way

The Agile Internal Help Desk is a component of the Agiloft Service Desk Suite, which includes all the elements needed to manage a complex Service Desk. An efficient Help Desk increases employee productivity and satisfaction by providing employees with the tools and services they need to do their job. It also ensures that support agents have the information they need to quickly resolve urgent issues.

Whether your Help Desk is used to report problems or to request additional services, you need an Agile Help Desk that easily adapts to the changing needs of your employees and your business.

Benefits

- **Close tickets faster** with configurable ticket assignment and escalation rules that alert you to blockages and proactively escalate issues when necessary.

- **Improve consistency and control** with workflow automation that guides technicians through the correct process and automates emails and other backend actions.

- **Reduce response times and improve satisfaction** through automatic assignment and escalation rules that alert you of blockages and automatically escalate issues when necessary.

- **Reduce costs** by allowing users to help themselves 24/7 with the built-in FAQ interface, while minimizing phone expenses with live chat and email integration.

- **Gain insight** through charts and reports that show turnaround times, staff productivity, overdue issues, and bottlenecks. Use trend charts to measure the progress of your organization towards meeting its goals.

"I am generally very guarded in my vendor evaluations. In the case of Agiloft I give resounding kudos and a firm endorsement."

- Bob Kaplan

Shorenstein Realty Services

Agiloft Has Everything You Need

Many products claim to be flexible and quick to customize, but Agiloft will actually prove it to you with a free, custom demonstration.

A self-service portal and dynamic FAQ are available to your customers 24/7, enabling issues to be resolved immediately without any staff time. New tickets, once answered, can be easily converted into published FAQs.

Standard solutions can be inserted in new tickets with a click of the mouse to improve consistency and efficiency while eliminating the drudgery of answering the same question multiple times.

Integrated live chat is available for real-time communication with Help Desk staff, allowing technicians to chat with multiple customers simultaneously while keeping a log of the entire interaction. Convert chat transcripts into tickets with the click of a button.

Automate assignments based on any criteria to reduce management overhead and optimize the load distribution among your staff.

Personalized home pages allow technicians to work the way they like. They can see all their assigned items in one place, and easily create custom views, reports, and saved searches to display essential information.

MS Exchange and Outlook integration synchronizes contact management and calendar events, and allows staff to respond to issues by simply clicking a dynamic link within an email.

Support distributed operations worldwide with multiple concurrent languages and business rules that understand that different teams have different working hours.

LDAP/Active Directory integration and single sign-on simplify access.

Full auditability is provided via historical snapshots that display the entire record as it existed at any point in time and configurable audit logs.

Escalation rules ensure that managers are notified when their intervention is needed to resolve urgent or overdue issues.

APIs for easy integration such as Web Services, REST API, and External System Adapters enable real-time integration with back-end systems.

For More Information

Contact Agiloft today at 1-888-727-2209, Ext. 1 or visit http://www.agiloft.com/help-desk.htm to learn more about our Internal Help Desk solution.