Tele-Support HelpDesk

software for:

- Customer Service
- HelpDesk
- Call Tracking
- Tech Support

A powerful **Help Desk and Customer Service** program
that runs **Stand Alone!** and also integrates with **ACT!**, **GoldMine**,
Outlook and other **CRM** applications.

Tele-Support HelpDesk has served the ACT! Community for over twelve years with this powerful yet easy to use program to manage customer service and call tracking. (Supports versions 2000 to 2009).

Tele-Support HelpDesk is for companies who take calls or requests from customers, whether for pre-sales help, technical support, or just plain questions on products and services. With features like a built-in Knowledgebase, answers and solutions are easily at your fingertips, ready to forward to your customers' 'in box' in seconds.

With **Tele-Support HelpDesk's** priority escalation system, overdue tasks and inquiries easily become visible, allowing your staff to keep on top of customers' needs. Easily track issues from inception to resolution. Reporting tells you which customers, categories, and products are requiring the most time and energy to resolve.

Tele-Support HelpDesk runs over a company's **local area network**, or over the **Internet,** right from a web browser or any Windows desktop.

> *"Tele-Support HelpDesk is powerful stuff. My helpdesk staff depend on this program throughout the day to help make our customers 'happy campers'. It's nice to know there are other companies out there that truly care about customer satisfaction and service."*
> **Timothy Johnson, Computer Support Services, Springfield, Mass.**

View our on-line
VIDEO DEMO

"If you don't take care of your customers, someone else will."

Tele-Support HelpDesk keeps you "in touch",
and keeps your customers 'happy'.

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Tele-Support HelpDesk List of Features

- **My HelpDesk** - User's view of inquiries, tasks, open tickets, new knowledgebase items.
- **Inquiry Tracking** - Track inquiries and tickets from inception to resolution.
- **Real Time Call Forwarding –** Calls distributed to operators in "real time".
- **Priority Escalation** – Priority system with ability to escalate individually on priorities and to send email notification to responsible operator or company owner.
- **Links Database** – Links inbound/outbound email plus any other type of file or attachment.
- **Tasks Management** – Manage tasks for multiple people and attach to inquiries.
- **RMA** – Manage RMAs, both inbound and outbound and assign unique id to RMA
- **Known Issues "Bug" Database** – Manage a known issue database, search, link inquiries to issues, and email users affected by known issue upon resolution.
- **Inquiry Work Flow** – Ability to send email to sales rep or customer when inquiry opened or closed.
- **HelpDesk Post Office** – Manages inbound and outbound email and auto linking to tickets.
- **iForms** – Ability to parse data from web forms sent by customers and auto fill inquiries with information received.
- **Flexible Tab Design** – arrange inquiry tabs and custom design screens to show desired data.
- **HTML Email Templates** – Build templates for emailing. Ability to merge data and send knowledgebase attachments to customer.
- **Stand Alone HelpDesk** – Run as a stand alone system with no external CRM required.
- **Time Line Analysis** – Ability to show logistical detail and chronological sequence detail.
- **Inquiry Status Publisher** – add-on – Ability for customers to self check their inquiry status on-line.
- **Hot Tips Knowledgebase** – Keyword knowledgebase searchable by users with ability to send items via email along with attachments.
- **Hot Tips Publisher** – add-on – Extract sub sets of knowledgebase and make available to customers on your web site.
- **Contract Tracking** – Track SLA and contracts in different ways.
- **Inquiry Alert System** – Alerts to tickets not being attended to by operators.
- **Internet Email** – Ability to send and receive email via internet to customers and operators.
- **Launch Menu** – Build menu of custom programs that can be launched with parameters.
- **HelpDesk Screen Shooter** – Record screen shots and auto link to inquiries of customers.
- **History Queue Filtering** – Define and store filters on ways you want to see your closed inquiries.
- **Management Reports** – Multiple reports that show how much time spent by multiple parameters.
- **Intake Forms** – Build a form to use based on inquiry type and link to the inquiry.
- **Spell checking, Sticky Notes, Bulletin Board System**
- **HelpDesk viewer for ACT!** – View of Inquiries in HelpDesk from inside the ACT! program.
- **Email Suspend** – Suspend email while you go back to display or edit inquiry info.

- **Merge Inquiry Values to Email Subject** – Include on email subject line either inquiry number, company, and/or contact.
- **Display 'number of days since opened' on inquiry Queue** – Add column to current Inquiry queue.