



TELENETIX

TXHELPDESK

TxHelpDesk is a ticketing solution, So every individual email will be converted to the ticket. Then automatically distributed among the agents.





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Ticketing made easy



SLA Management

Set deadlines for ticket response and resolution based on different business hours or categories.

Ticket Field Suggester

Automatically suggest ticket fields to categorize, prioritize and route incoming tickets

Custom Ticket Status

Create custom statuses that suit your workflow to identify what stage a ticket is in.

Scenario Automation

Perform multiple actions on a ticket with a single click by automating repeated actions.



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Supervisor Dashboard

My Dashboard

69%

Tickets Due
Today

80%

Today's
Reply
Count

93%

Tickets Per
Queue

Dashboard gives you various insights about the system and can lead you to make better decisions by looking at the flow and the state of the tickets.



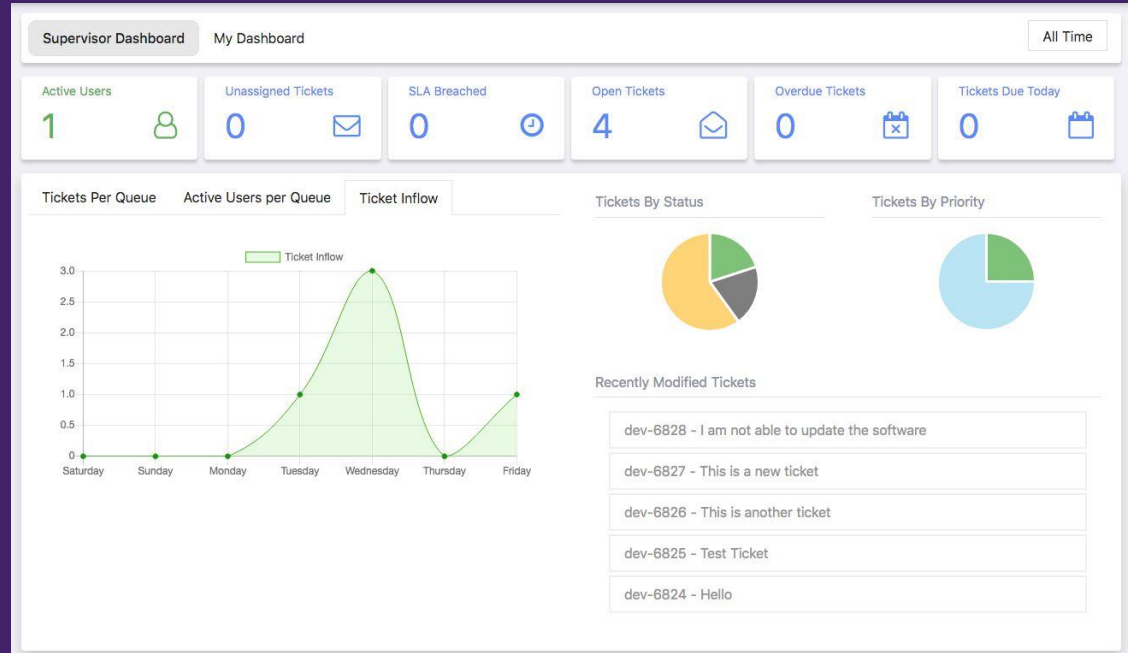


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Infographic Dashboard

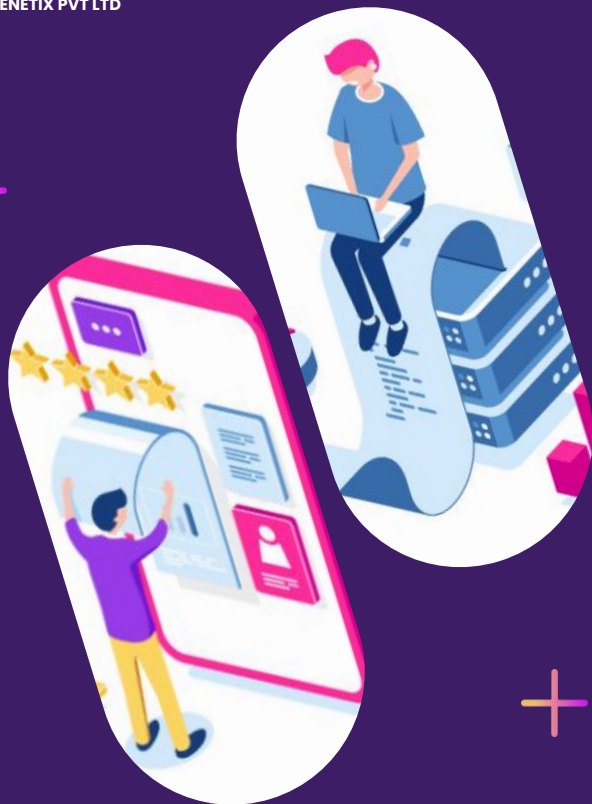
- Customizable
- All-in-one
- Drill into detail
- Intuitive data presentation
- Mobile device accessible

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Omnichannel

Support across channels

01

Email

Convert support emails into trackable tickets in your TxHelpdesk that you can manage and resolve.

02

Phone

Set up a fully functional call center and record and track calls by converting them into tickets.

03

Chat

Engage, support, and retain customers through live chat.

04

Social media

Integrate your company's Facebook page handles and manage them from within the TxHelpdesk.

05

WhatsApp

Engage your customers instantly through WhatsApp and resolve their queries faster.

06

Website

Let customers raise tickets from your website and display related knowledge base articles as they type.



Omnichannel Customer Support

Emails

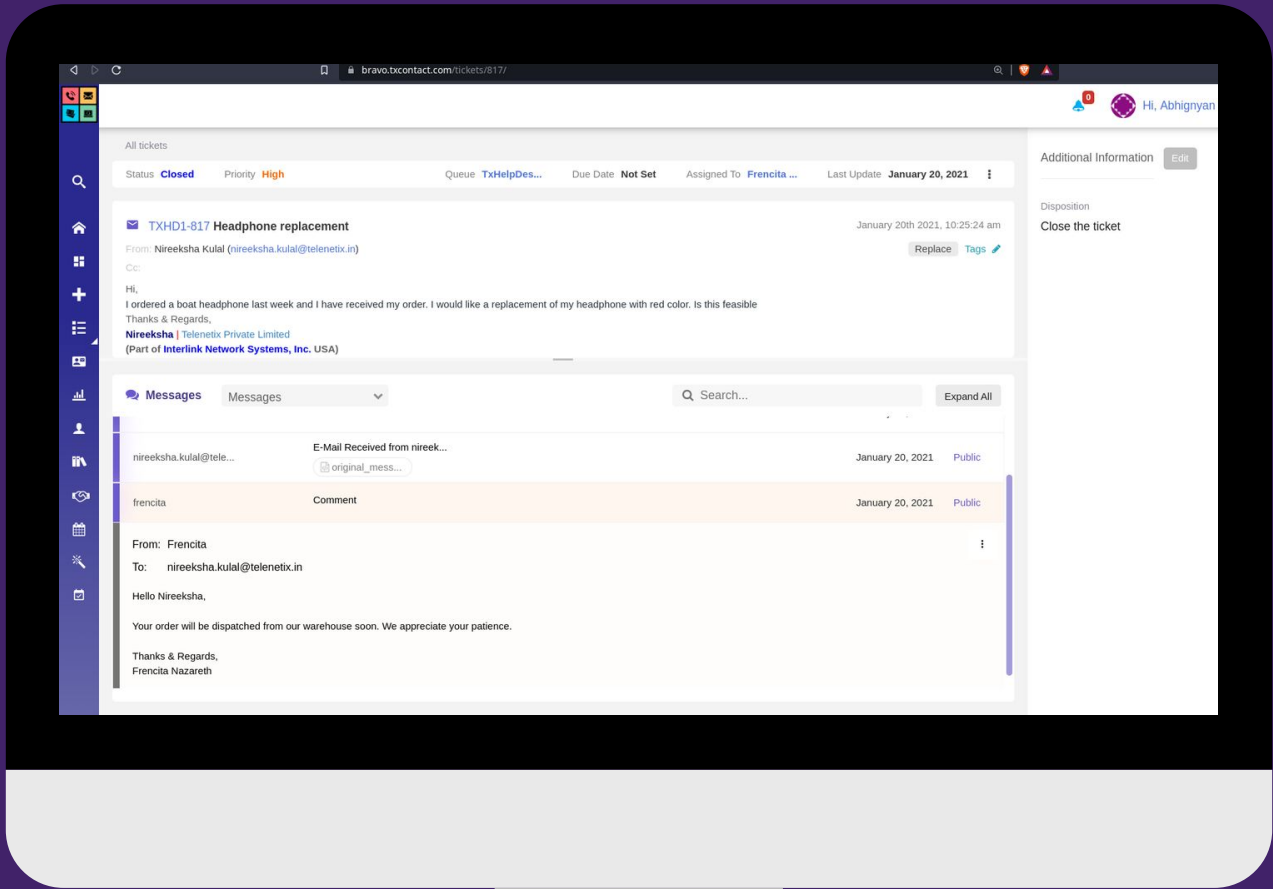
Ability to convert interactions from various channels such as email, call, chat and social media into tickets.



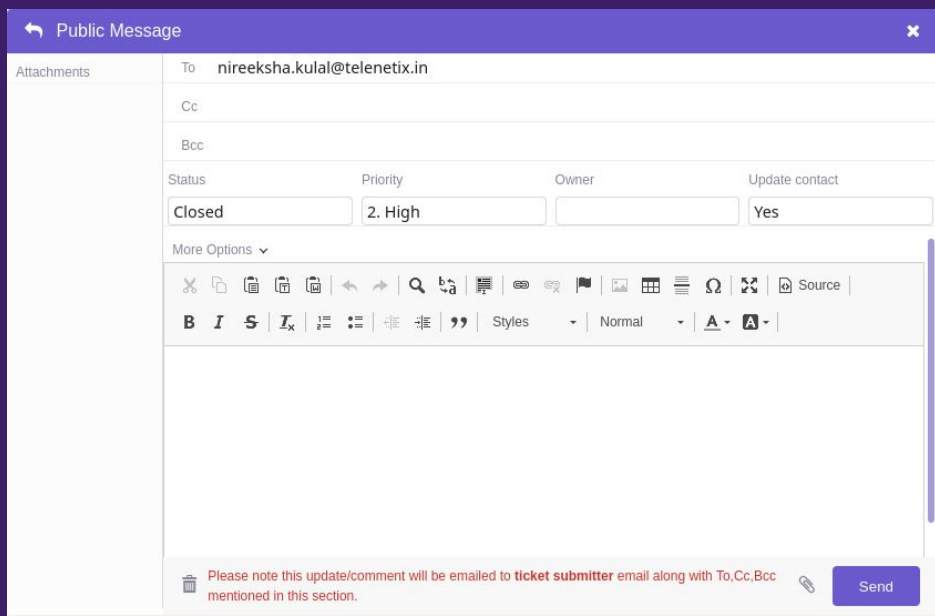
Make use of rich set of ticket management features from creation, updation to merging, splitting cloning and forwarding of tickets.

Tickets

Convert the email interactions with customers into an interactive chat session to provide a faster and reliable customer support from a single unified interface.

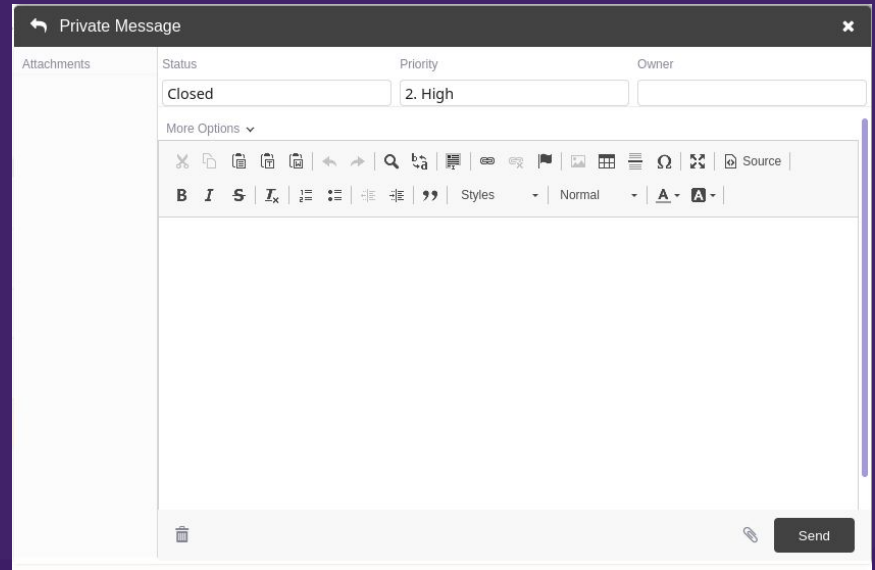


Ticketing Page



Public Message

Private Message





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SmartRule

- SmartRule is a powerful engine where it does a lot of automation
- We can set a new smart rules according to our needs
- This can be used to send an API request or trigger a webhook so these things can be done using smart rule
- It can be used to route the email to some particular queue



Smart Rules

Executing all the matching rules in order

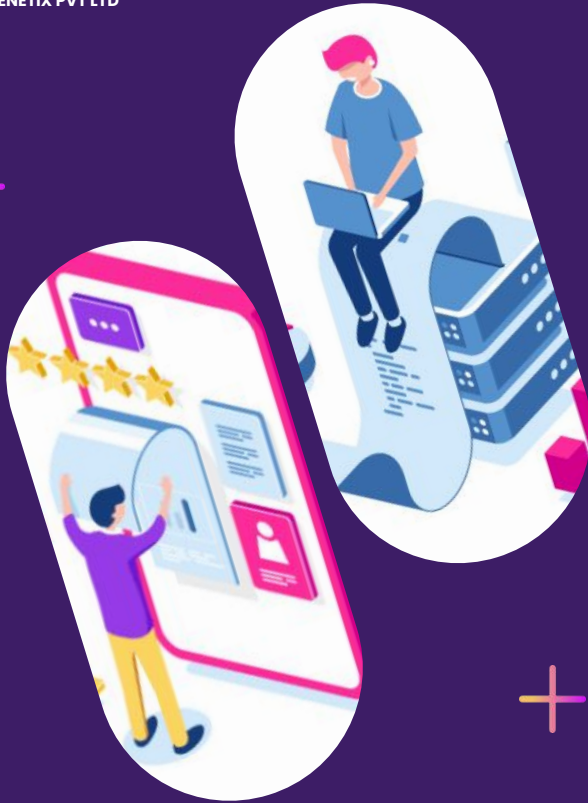
Show entries Search + Add

Auto Close Tickets Rule Execution Count: 51 Queues: 1	<input checked="" type="checkbox"/> ⋮
General Report Rule Execution Count: 167 Queues: 1	<input checked="" type="checkbox"/> ⋮

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Knowledge Base

Internal Knowledge Base Benefits for Employees

01

Improve Business Productivity

02

**Improve Knowledge Sharing and
Knowledge Transfer**

03

**Bolster Your Knowledge Management
Capabilities**

04

Improve Business Efficiency





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Integration with TxReport Module

The one stop solution for all your contact center metrics
and analytics





User Access Control



Admin

Can view and respond to tickets, generate reports and can also enable automatic ticket assignment of the member groups under the Admin tab.



Agents

Can view, respond to and assign tickets, as well as modify ticket properties.



Service-Level Agreement (SLA)

SLAs can be defined if you want to measure the availability and efficiency of your helpdesk team.

We can assign the SLA only to the necessary queues and status. Rest of the queues and status won't be tracked by SLA.

- Performance Monitoring
- Select the right SLA for every ticket
- Enable your team to adhere to SLAs
- Understand your SLA policy
- Get real-time performance insights



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Increase your team's productivity



Ticket dispatch

Automatically assign tickets to agents and groups based on keywords, requester or properties.

Intelligent ticket assignment

Assign tickets to agents based on their current workload, skill or using the round robin method.

Omniroute

Auto-assigns emails, chats and calls to your agents based on their available bandwidth to support customers faster

Event-triggered automation

Perform multiple actions on a ticket with a single click by automating repeated actions.





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Measure and improve

efficiency



01

Curated reports

Understand how different agents and groups are performing based on various helpdesk metrics.

02

Customer satisfaction ratings

Gauge how customers feel about your support using customer satisfaction reports.

03

Custom reports

Build reports from scratch and customize them to suit your requirements.

04

Schedule reports

Schedule default and custom reports so that you can receive them in your inbox periodically.

05

Widget customization

Customize the widgets in your reports to exhibit the look and feel of your brand.





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THANK YOU

