UB TECHNOLOGY INNOVATIONS INC

PowerApps
Empowering everyone to build apps

We4Support App

An efficient support tracking app which enables various professionals in the organization to raise their support requests in a streamlined manner. The intuitive tracking mechanism of the requests provide control and information to the higher authorities enabling the requests to be addressed quickly along with the timely notifications for every action which makes it easier to prioritize and resolve requests and keep the requestor informed of the progress.

FLEXIBLE TICKET HANDLING

Professionals with their authorized login can raise tickets and support personnel can address or reroute these tickets and update the actions taken along with the status.

EMAIL NOTIFICATIONS:

Automated email notifications for each events related to ticket's status like initiation/resolved/reopened etc. will be sent to user, also via event history tracker, requestors can get to know about their ticket status.

PRIORITY INDICATORS:

Priority indicators with diverse filters are used in identifying issue type and category. The course of actions over common tickets helps in fixing a standard processing technique reducing the risk and optimizes resolving ratios.

REPORTS & ANALYTICS

Total ticket ownership is presented with insightful reports indicating ticket status, key areas of support requests, task type and longer support time tickets can be identified for efficient ticket handling.

About us:

UBTI is well experienced in delivering business applications for a wide range of domains including Aerospace, Financial services, Healthcare, Health Insurance & Education. With our expertise in PowerApps, we build apps enabling our customers simplify and streamline processes, helping them conduct their business with minimal effort. With years of experience in Microsoft Analytics tools, we help our customers derive in-depth insights from their data. To know more about us, visit www.ubtiinc.com
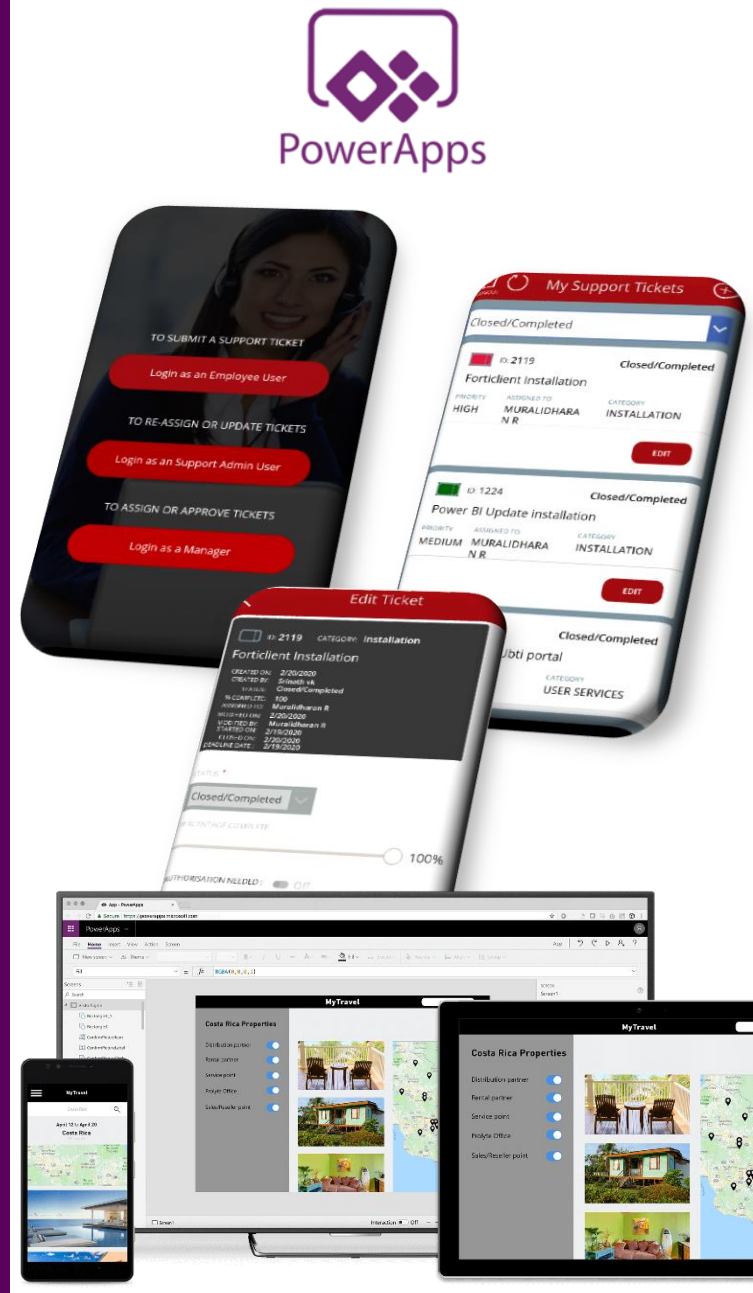
Easy to adopt   **Secure and compliant**   **Cost effective**

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