



## Customer-Ticket.com

### Incident Ticket System User Interface & Screenshots

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## ***How our Incident Ticket System helps to Efficiently Manage Customer Service Issues and Improve Customer Satisfaction?***

Most business managers agree support and service operations are essential to a business. Top-tier service leads to higher customer loyalty and customer retention, thus driving stronger and more profitable customer relationships.

However, many support organizations are not maximizing the efficiency by the latest technologies. Many customer service departments still depend on emails and spreadsheets to manage and handle enquiries. Tedious manual processes eat up lots of time of skilled employees on responding to emails and phone enquiries. Such practices are very expensive and always end up with delayed resolutions, missed service enquiries and failed Service Level Agreements (SLAs).

Our SaaS (Software as a Service), web-enabled, integrated system, centralized incident ticket warehouse and automatic workflow processing will keep track of every enquiry and streamlines the processes to ensure that SLA is met, no service issue is left unattended, and customer service representatives (CSRs) are maximizing their time. As a result, businesses enjoy much lower costs on CS operations, while raising customer satisfaction and issue resolution efficiency.

Customer-Ticket.com is determined to do exactly this for companies in various industries, from small businesses to large enterprises. Our web-based solution allows access from anywhere, business mobility and enhanced productivity. End results? Faster issue resolutions, complete audit trail, security controls, customer satisfaction and increased profitability.

Below are the screenshots of the various user interface (UI) of our incident ticket system, they will give you a look and feel of our web service.

## Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.



### Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[Open a New Ticket](#)



### Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

[Check Ticket Status](#)

This is the main web site portal for customer access.

Customers can open a new ticket and check the ticket status which they have submitted before.

[Support Center Home](#) [Open New Ticket](#) [Check Ticket Status](#)

## Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic:  \*

### Your Information

Email Address:  \*

Full Name:  \*

Phone Number:  Ext:

### Ticket Details

*Please Describe Your Issue*

Issue Summary:  \*

Issue Details:

Draft Saved 

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Details on the reason(s) for opening the ticket.

\*

Attachments:  No file selected.

CAPTCHA Text:   Enter the text shown on the image. \*

These are the incident ticket details for customers to fill in.

### Open New Ticket

#### New Ticket

##### User Information:

**Email Address:**  \*

**Full Name:**  \*

Ticket Notice:  Send alert to user.

##### Ticket Information & Options:

**Ticket Source:** Other  \*

**Department:** Sales  \*

**Help Topic:** General Inquiry  \*

SLA Plan: Default SLA (48 hrs - Active)

**Due Date:**  00:00 Time is based on your time zone (GMT 8.0)

**Assign To:** - Select Staff Member OR a Team -

##### Ticket Details: Please Describe Your Issue

**Issue Summary:**  \*

##### Issue Details:

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**</>** **—**

Details on the reason(s) for opening the ticket.

\*

**Priority Level:** Normal

##### Response: Optional response to the above issue.

**Canned Response:** - Select a canned response -   Append

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**</>** **—**

Initial response for the ticket

**Attachments:**  No file selected.

**Ticket Status:**  **Close On Response** (Only applicable if response is entered)

**Signature:**  None  Dept. Signature (if set)

##### Internal Note

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**</>** **—**

Optional internal note (recommended on assignment)



Welcome, **demo** | [Admin Panel](#) | [My Preferences](#) | [Log Out](#)

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Dashboard
Tickets
Knowledgebase

Open (0)
Answered (2)
My Tickets (1)
Closed Tickets (0)
New Ticket

[\[advanced\]](#)

Showing 1 - 2 of 2 Answered Tickets

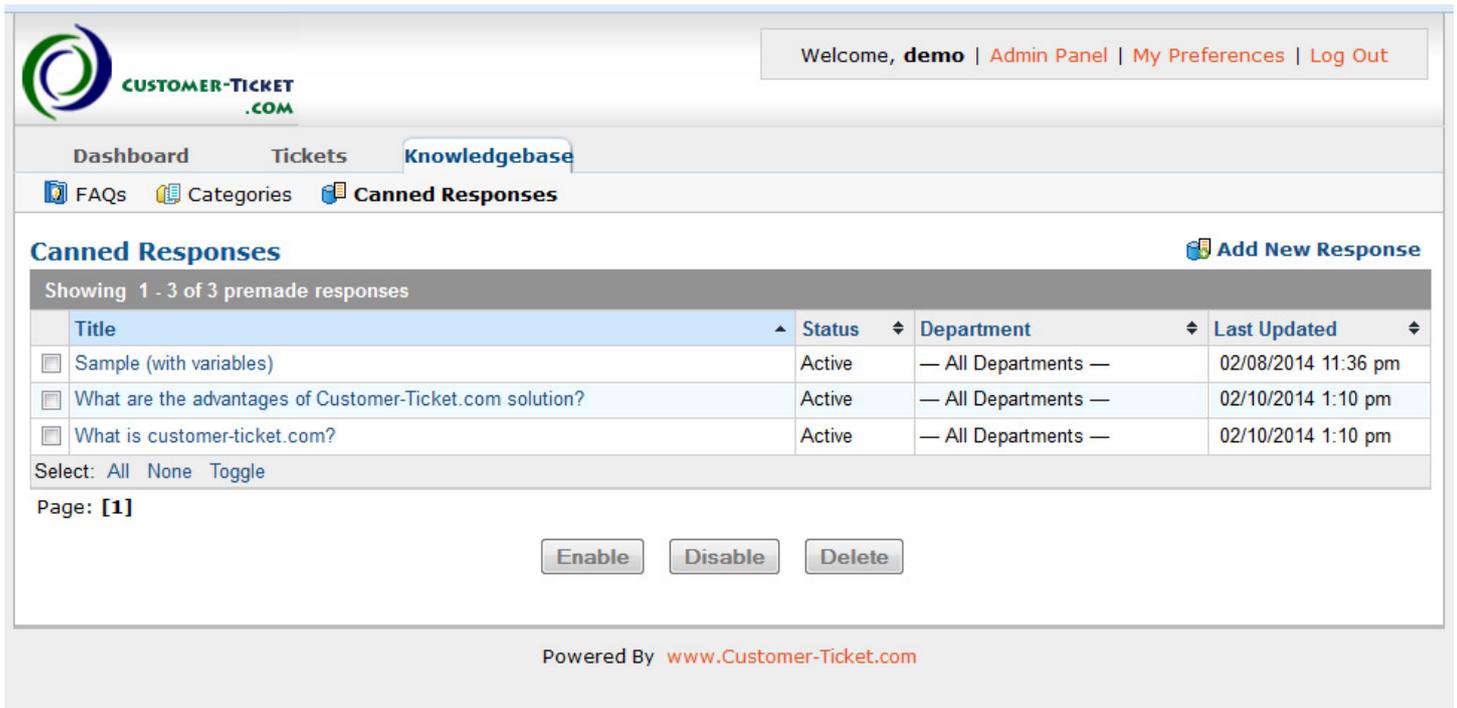
Ticket	Date	Subject	From	Priority	Assigned To
<input type="checkbox"/> 838237	02/19/2014 11:33 am	test ticket created by email to ... (2)	Matt	Low	demo admin
<input type="checkbox"/> 761876	02/19/2014 11:31 am	Hello world !! (3)	demo21	Normal	demo21 demo21

Select: [All](#) [None](#) [Toggle](#)

Page: **[1]** [Export](#)

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This is a general view by an authorized staff after logging into the incident ticket system. Unresolved, answered, closed tickets are all classified but easily accessible under one single window, allowing fast and efficient processing and resolutions.



Welcome, **demo** | [Admin Panel](#) | [My Preferences](#) | [Log Out](#)

Dashboard Tickets **Knowledgebase**

[FAQs](#) [Categories](#) [Canned Responses](#)

### Canned Responses [Add New Response](#)

Showing 1 - 3 of 3 premade responses

Title	Status	Department	Last Updated
<input type="checkbox"/> Sample (with variables)	Active	— All Departments —	02/08/2014 11:36 pm
<input type="checkbox"/> What are the advantages of Customer-Ticket.com solution?	Active	— All Departments —	02/10/2014 1:10 pm
<input type="checkbox"/> What is customer-ticket.com?	Active	— All Departments —	02/10/2014 1:10 pm

Select: [All](#) [None](#) [Toggle](#)

Page: **[1]**

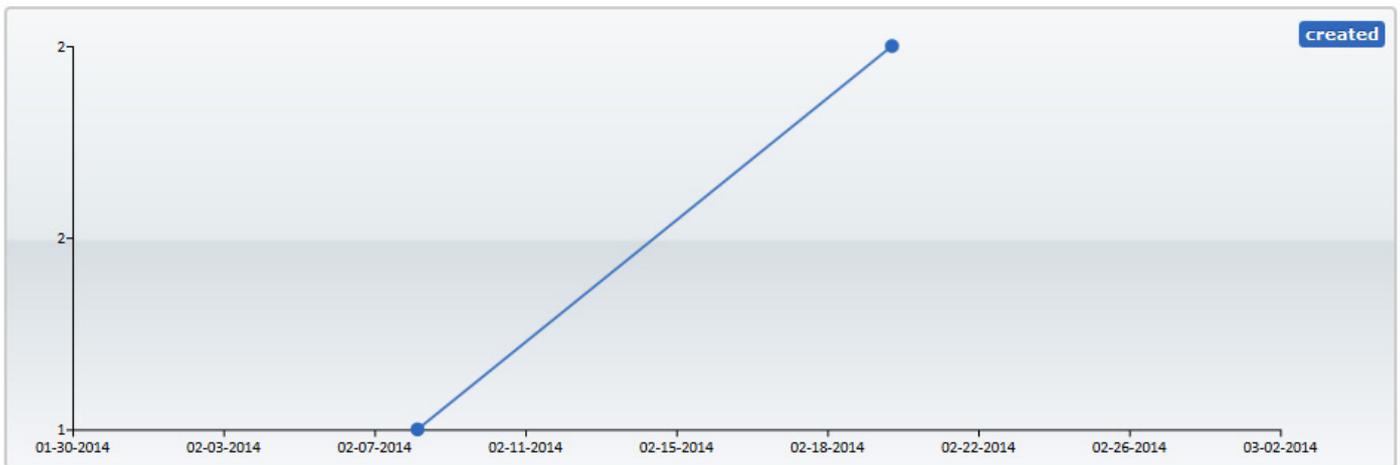
Powered By [www.Customer-Ticket.com](http://www.Customer-Ticket.com)

We know sometimes customers ask the same or very similar questions. Canned responses allow standardized answering, consistent responses to the customers. It is also much more efficient to resolve standard issues or enquiries.

## Ticket Activity

Select the starting time and period for the system activity graph

Report timeframe:  period:



## Statistics

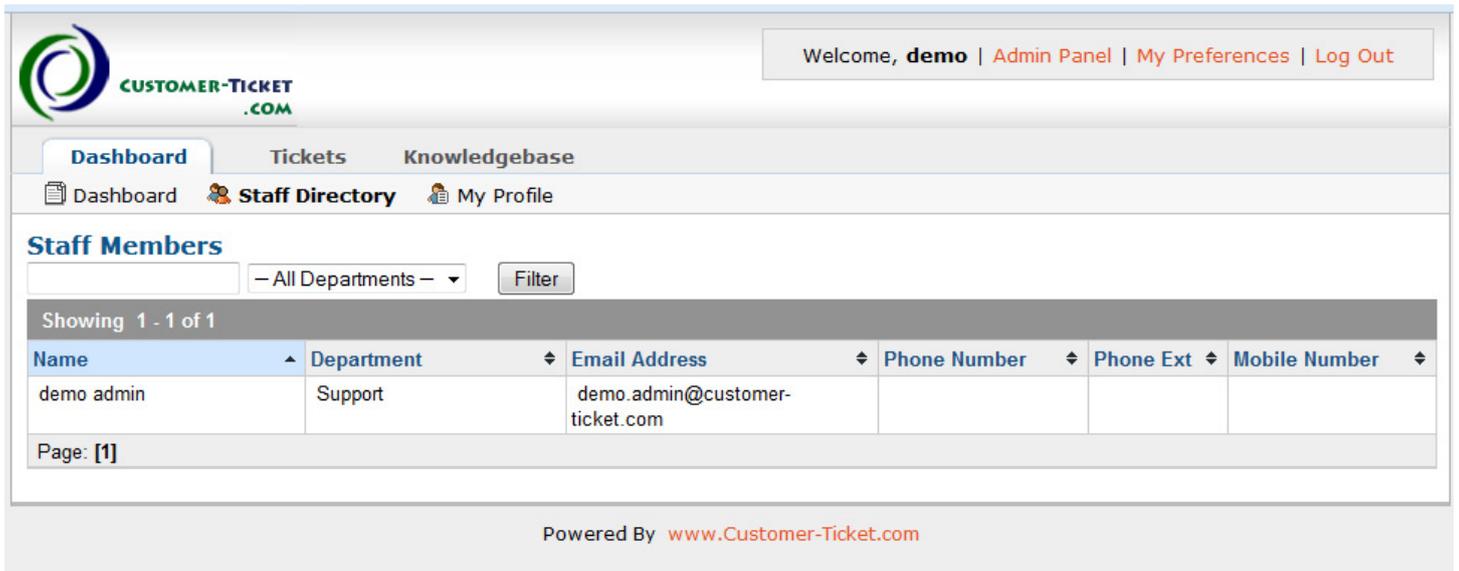
Statistics of tickets organized by department, help topic, and staff.

[Department](#) | [Topics](#) | [Staff](#)

Department	Opened	Assigned	Overdue	Closed	Reopened	Service Time	Response Time
Maintenance	1 ●	1 ●	1 ●	1 ●	1 ●		
Sales	1 ●	0	0	0	0		0.0
Support	2 ●	0	0	0	0		0.0

« 1 » [Export](#)

Ticket activities and statistics are available for management supervision and benchmarking.



The screenshot shows the 'Staff Directory' page in the Customer-Ticket.com system. At the top left is the logo and 'CUSTOMER-TICKET.COM'. At the top right, a user is logged in as 'demo' with links for 'Admin Panel', 'My Preferences', and 'Log Out'. Below the header is a navigation bar with 'Dashboard', 'Tickets', and 'Knowledgebase'. Underneath, there are icons for 'Dashboard', 'Staff Directory' (which is active), and 'My Profile'. The main section is titled 'Staff Members' and includes a search box, a dropdown menu set to '- All Departments -', and a 'Filter' button. Below this, it says 'Showing 1 - 1 of 1'. A table lists the staff member 'demo admin' in the 'Support' department with the email 'demo.admin@customer-ticket.com'. The table has columns for Name, Department, Email Address, Phone Number, Phone Ext, and Mobile Number. At the bottom of the table area, it says 'Page: [1]'. The footer of the page states 'Powered By www.Customer-Ticket.com'.

Staff directory, a standard feature to allow easy communications, especially for businesses with sizeable customer service operations.