Des										
				ALL I	1					
			C S Liters Reports			Support Cers				
Manage Tickets Search ~	New Ticket		← Reply 2% Merge 自 Trash			E				
TAG CLOUD		SUBJECT	TICKET ID	LAST REPLIER	REPLIES PRIORI					
			9	Mike Tall	0	17 57s	2d 23h 59m 🖓			
inbex			8	Susan Walters						
A My Tickets	-		6		0 Low					
R Unassigned	7	Tracking number	5	Andy Alberts	0 Norm		2d 23h 49m 월			
_	. 🗆 🖾	can you change delivery address of my order	4	John Black	0 Norm	al 12m 3s	2d 23h 47m P2			
Open		🗹 Help me		Jane Doe	o Higt	11d th Sm	1h 24m 11a 🛛 🏴			
 In Progress 	_	Error ABC	① 1	Tim Cook	o High	11d 2h 30m	1h 24m 11a 🛛 📕			
O Closed OLLUE STAF Annes Snrth							2			
	Manage Tables Search - Tabletin Tabletin Candend (B) QUICK (UTR) Candend (B) QUICK (UTR) Candend (B) QUICK (UTR) Candend (B) QUICK (UTR) Candend (Candend) Candend (Candend)	Konge Tickes Sandh * New Holet. Sandh C Image: Comparison of the same of the	Mangettäksis Search ~ New Ticket Macros Vers Films ~ Search ~ C C C Search ~ Machine III C C C Search ~ C C C Machine III C C C Search ~ C C C Machine III C C C Search ~ C C	Baselin C C Speen Windorf Speen Speen Windorf Speen Speen	Name Name <th< td=""><td>Name: 1460 Search New Tilde New Tilde</td><td>Name Nors <th< td=""><td>Name Name <th< td=""><td>None North Norto Yes Filters Light Mark North Light Mark North North</td><td>None Non Non</td></th<></td></th<></td></th<>	Name: 1460 Search New Tilde New Tilde	Name Nors Nors <th< td=""><td>Name Name <th< td=""><td>None North Norto Yes Filters Light Mark North Light Mark North North</td><td>None Non Non</td></th<></td></th<>	Name Name <th< td=""><td>None North Norto Yes Filters Light Mark North Light Mark North North</td><td>None Non Non</td></th<>	None North Norto Yes Filters Light Mark North Light Mark North North	None Non Non

Support tickets, knowledge base and chat in one integrated helpdesk solution

- ✓ Manage customer questions and support more easily
- See the full picture of your customer's activity at-a-glance
- Go beyond the typical helpdesk

Companies quickly outgrow customer support based on shared mailboxes like support@company.com.

Shared mailboxes have a negative effect on team responsiveness, productivity and turn-around time to support requests.

With a helpdesk solution, customer queries are handled in an organised timely fashion.

Find out more at www.gfi.com/helpdesk

Manage customer questions and support more easily

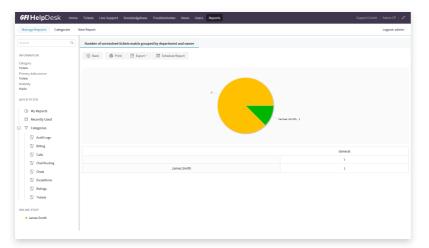
GFI HelpDesk is self-hosted, service desk software that consolidates and integrates support functionality.

- Customers can easily log tickets through email, chat or other applications...and track them to know they're being addressed.
- Staff can see, create, assign and close support tickets. People inside your company can collaborate through helpdesk notes to solve issues.
- Teams can create rules for automatic responses or routing based on ticket properties, ticket content, the type of customer and more.
- Add chat widgets on your website for improved customer interaction and support.

See the full picture of your customer's activity...at-a-glance

GFI HelpDesk can bring together every interaction your customer has with your business. You can log page views, orders, shipping history, and help desk searches, or capture events from your own product, app, or service and see it all in real-time.

Support teams can know so much more about the customers they help. This makes the support experience richer for the customer and easier for your team.



Go beyond your typical helpdesk

- Standard and Customizable reporting—GFI HelpDesk comes with comprehensive standard reports and customizable report functionality to deliver insights on your customers, products and services, and support response.
- Multi-language—Support your customers in multiple languages (English (GB), English (US), Italian, Spanish, French, German, Portuguese, Russian, Dutch).
- Create your own knowledge base—Generate and add to a library to help your customers answer their own questions with standard information, how-to's, and instructions.
- SLAs—Build SLAs for response or resolution times to track tickets and customers who most need attention.
- Powerful theme engine to fully customize the look and feel of GFI HelpDesk making it match the look and feel of your front facing sites giving one unified experience for your customers.

SYSTEM REQUIREMENTS

GFI HelpDesk can be hosted in the customer's own infrastructure, on-premise or in any public cloud infrastructure that supports MySQL and PHP 7.1+.

Hardware

- 2 GB RAM
- 20 GB Hard Disk Space
- 2 GHz CPU

OS:



(RedHat, CentOS, Ubuntu, Debian)

PHP 7.1+ MySQL 5.6.31+ or MariaDB 10+ (recommended)

GFI HelpDesk is available in these languages:



Start your free trial at:

www.gfi.com/helpdesk