



How efficient is your support service?

Do you know how long it takes your support center to handle a ticket, from the moment it's opened to the actual resolution of the issue? Can you keep track of tickets, monitor their status, and identify priorities?

An efficient and effective customer support

Kalliope Ticket enhances ticketing service management. The module's versatility makes it essential for efficiently processing requests and reports.

Thanks to its intuitive yet advanced features, this module enables significant time and resource savings, improving productivity and operational efficiency. It ensures a better response to customer needs while optimizing internal company processes.

Tickets can be created by internal operators or directly by the end customer, who has access to the module interface.

Simplify the management of your ticketing system

Kalliope Ticket allows:

- Quick creation of a ticket through the dedicated section
- Easy interaction with customers
- Assignment of an operator for resolution
- Opening of tickets by external suppliers
- Automatic ticket creation from emails
- Targeted sharing with a single operator or entire team
- Reporting for historical and daily ticket status overview
- Monitoring of SLA (Service Level Agreement) to measure the quality of service provided



numerazione	notifiche	ticket	final customer	stato	priorita	in carico a	assegnato a	tipologia	account	sla	data creazione	data ultimo reply	stima	tracking
TICK-0030		Cambio di indirizzi IP	Aladino	nuovo	5	Jacopo Azzetti	Jacopo Azzetti	sviluppi e implementazioni	Aladino		19/04/2024 16:33:51		0:40	00:00
TICK-0029		Disservizio connessione internet	Aladino	chiuso	5	Amministratore CPL	Amministratore CPL	sviluppi e implementazioni	Aladino		19/04/2024 15:50:36		0:40	00:00
TICK-0028		Configurazione utenti	Test S.p.A.	nuovo	3	Paola Magri	Paola Magri	commerciale	NEXTUP		18/04/2024 17:35:04	18/04/2024 10:59:41	00:00	03:20
TICK-0024		Richiesta commerciale	NEXTUP	nuovo	1	Marco Verdi	Marco Verdi	commerciale	NEXTUP		28/03/2024 12:08:00	26/04/2024 10:26:19	00:00	00:00
TICK-0022		Verifica Segnalazione	NEXTUP	in lavorazione	1	Mario Rossi		problematiche	NEXTUP		28/03/2024 12:01:34	18/04/2024 17:23:43	00:00	00:00
TICK-0002		Segnalazione sala	Netresults	nuovo	3			commerciale	Netresults		04/10/2023 20:15:45	20/03/2024 11:04:58	00:00	00:00
TICK-0001		Richiesta supporto	NEXTUP	nuovo	5			commerciale	NEXTUP		04/10/2023 10:37:35	20/03/2024 10:04:51	00:00	00:00

An always up-to-date overview

The table shows the list of tickets, providing an overview of key information such as status, priority, type, creation date, and more.

#TICK-0026

Richiesta di assistenza

NEXTUP NEXTUP creato il 28/03/2024 16:24:27 modificato il 28/03/2024 16:31:10 chiuso in lavorazione priorita 3

TICK-0026 Risposte 4 Email 5 Scheduler Eventi Condivisione

Si richiede la sistemazione dell'albero stradicato dal vento la notte scorsa

Grazie

Damiano

Dettaglio Rispondi

Info

Account Final customer

Referente account Referente final customer

Stato chiuso Priorita priorita 3 Tipologia problematiche

Notifica per email Email Server SMTP

SI noreply@aladino.cloud

Data partenza sla 28/03/2024 16:25

Sla: SLA Standard

stato	data scadenza sla	data modifica stato	nbd	sla H	penale C
preso in carico	28/03/2024 12:22:00	28/03/2024 16:25:54		06:00	0
in lavorazione	28/03/2024 16:00:00	28/03/2024 16:26:05	1		0
chiuso	12/04/2024 19:00:00	28/03/2024 16:31:10	12		0

totale penali applicate 0

The ticket in detail

The detailed view provides a description and all the necessary information to identify each ticket's issue.

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Richiesta di assistenza

NEXTUP NEXTUP creato il 28/03/2024 16:24:27 modificato il 28/03/2024 16:31:10 chiuso in lavorazione priorita 3

TICK-0026 Risposte 4 Email 5 Scheduler Eventi Condivisione

Aladino Tech 28/03/2024 16:26:05 in lavorazione

prendo in carico

Aladino Tech 28/03/2024 16:27:26 in lavorazione

prendo in carico

Grazie 1000 Da: Nextup Aladino Risposta: "noreply@aladino.cloud" Data: giovedì 28 marzo 2024 alle ore...

Aladino Tech 28/03/2024 16:31:10 SLA: poua chiuso

attività fatta

chiudo

Dettaglio Rispondi

Nella interna template messaggio

Risposta pubblica

B I U dimenzio... x x A U Format (font ered... x

Carica allegato (max 64M)

Scegli file Nessun file selezionato

Metti in pausa lo sia collegato

stato In carico a forza data di chiusura

cambia lo stato del ticket in carico a forza data di chiusura

Track your activities

Responses related to ticketing activity can be tracked for each ticket, and the option to generate a reply, attach files, or even select a message template to speed up the process is available.