

# Trouble Ticket System

With a Trouble Ticket System, your organization can improve your customer service. A Trouble Ticket System allows you to identify, follow and answer all the questions and service requests your clients have in an orderly and profesional way.

Some of the features of the our Trouble Ticket Systema are:

## Web Interface.

- Agent interface to see and manage all the client queries.
- Administrator interface to modify the system behaviour.
- Customer interface to see and send information to agents.
- Easy of use.

## E-mail Interface.

- MIME support
- PGP support
- SMIME support
- Autoreply for customers email, different for each queue.
- Autoconversion form html e-mail to plain text, to facilitate search.
- E-mail notification to agents of new tickets or follow ups.

## Tickets.

- Locking of Tickets.
- Response to Tickets.
- Ticket history, and action taken.
- Notes to Tickets.
- Migration of Tickets to different queues.
- Tickets priorities.
- Flow control of Tickets.

Contact us to know more about Web2Mil's Trouble Ticket System.