

Help Desk Platform



🔍 Problem

The challenge faced by the company was the laborious process of handling customer support requests (tickets). The application and support consultants had to spend considerable time manually inputting the status of each request into Excel per client while collating requests from diverse sources such as internal client platforms, emails, and personal Excel files. This cumbersome process took a significant toll on the consultants' daily schedules. Furthermore, the information received from different sources needed to be standardized to be entered into Excel.

The lack of real-time updates on the status of the customer's request posed another challenge.

The client had no way of knowing whether their ticket had been reviewed, the review status, etc., as the Excel file was updated only

once daily. Moreover, the application and support consultants had to spend a considerable amount of time communicating with customers via email to inform them that their tickets had been resolved. This was also a time-consuming process that added to the workload of the project managers.

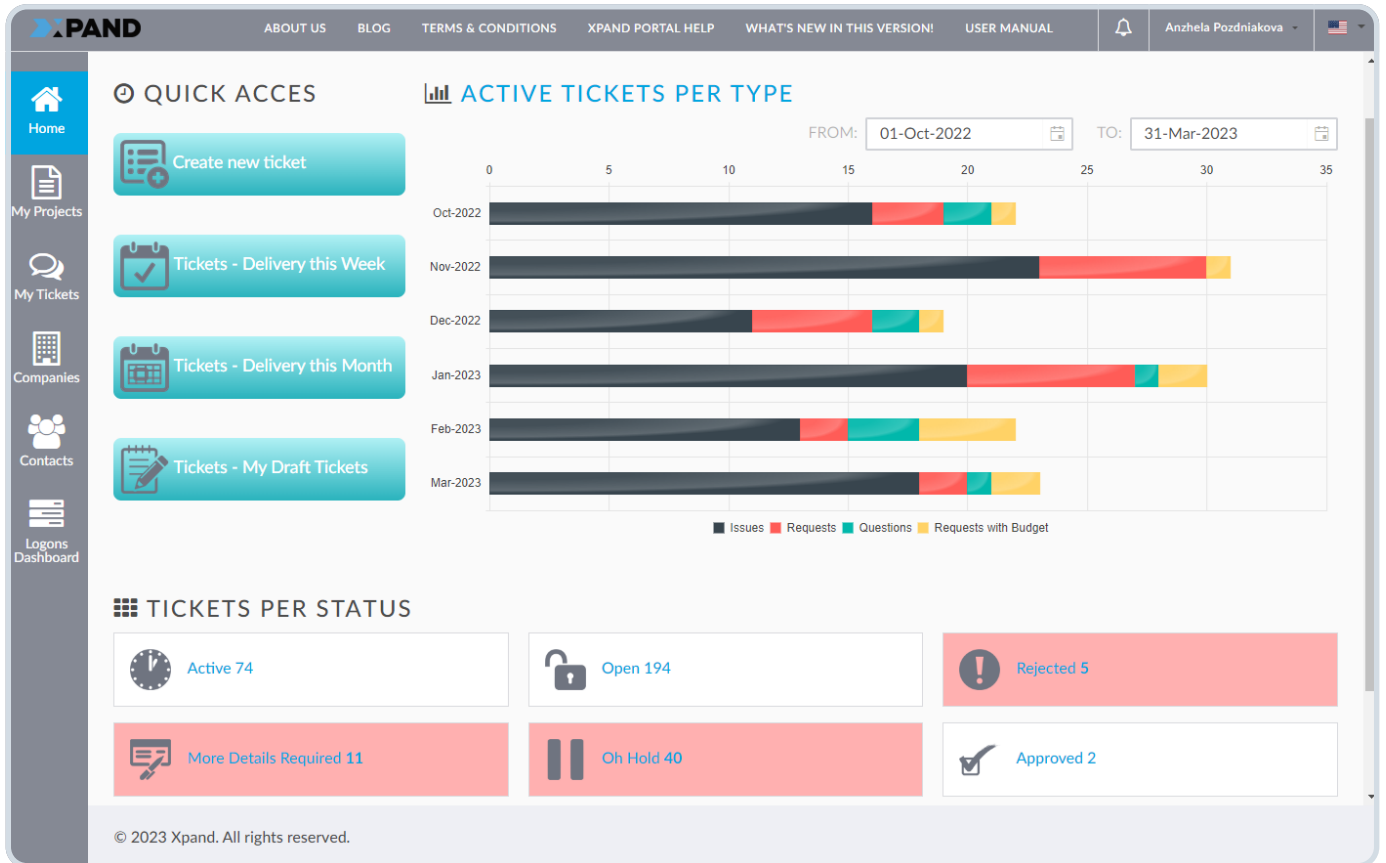
Solution

The solution to the aforementioned problem is that application and support consultants update the status of a ticket on the Help Desk Platform immediately when they start working on a ticket, which can be done with just one click.

This eliminated the need for additional communication via email, while the client can now log in and check the status of their request when they need it. The solution also eliminated the need to maintain Excel spreadsheets and collect data from various sources since the client's ticket is now registered independently through the Help Desk Platform. As a result, valuable time is saved on writing letters, emails, and other unnecessary messages.

Along with the implementation of the Help Desk Platform, the company's clients were able to track which of their registered tickets required additional clarification, easily track the change in the status of their tickets, confirm the budget for the realization of the request, and view the history of communication with the company regarding various tickets.

These implementations made it possible to consolidate communication related to customer tickets into one unified place.



Since the communication process involves the application and support consultants as well as individuals outside the organization, the Xpand Portal-based Help Desk Platform was the optimal solution. The Xpand Portal product provided the necessary features to enable seamless communication with a large number of external individuals while maintaining a standardized and efficient workflow.

Therefore, controlling all requests within a single system with easy-to-use functionality simplifies administrative work, increasing the focus on service quality and speed of problem resolution.