



NAVonline HelpDesk

The online ticket system for Microsoft Dynamics [®] NAV

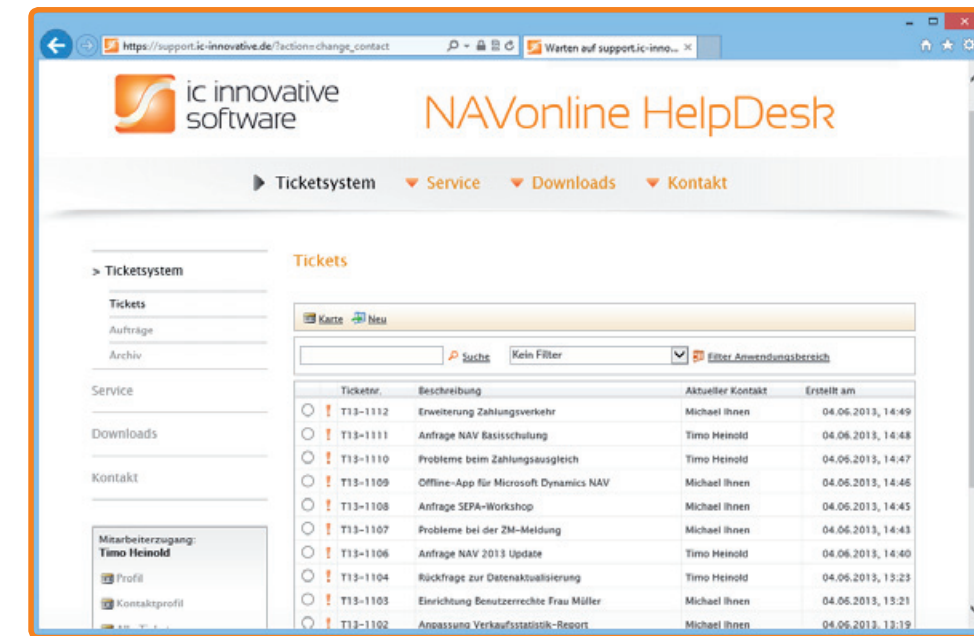


More structure for your support - thanks to our NAVOnline HelpDesk

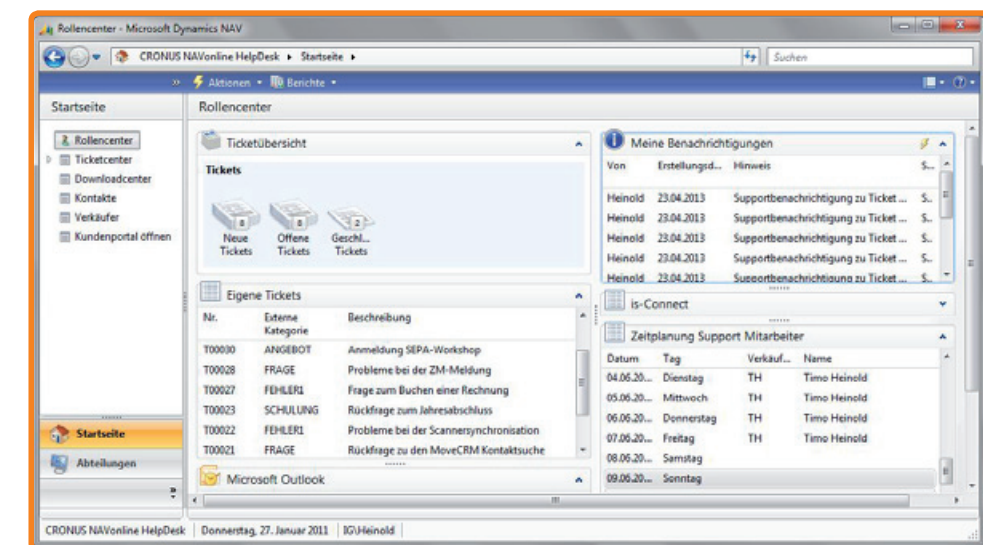
Our ticket system helps you to structure your queries and incurred support and their processing within the HelpDesk solution. By the integration of the Ticket Portal in Microsoft Dynamics ® NAV you have number, escalation level and processing status of all support cases in view. Thanks to extensive control and monitoring options, undiscovered escalations of support tickets are a thing of the past. The ticket database serves you and your clients as a knowledge base and relieve the helpdesk staff in their daily work.

Highlights

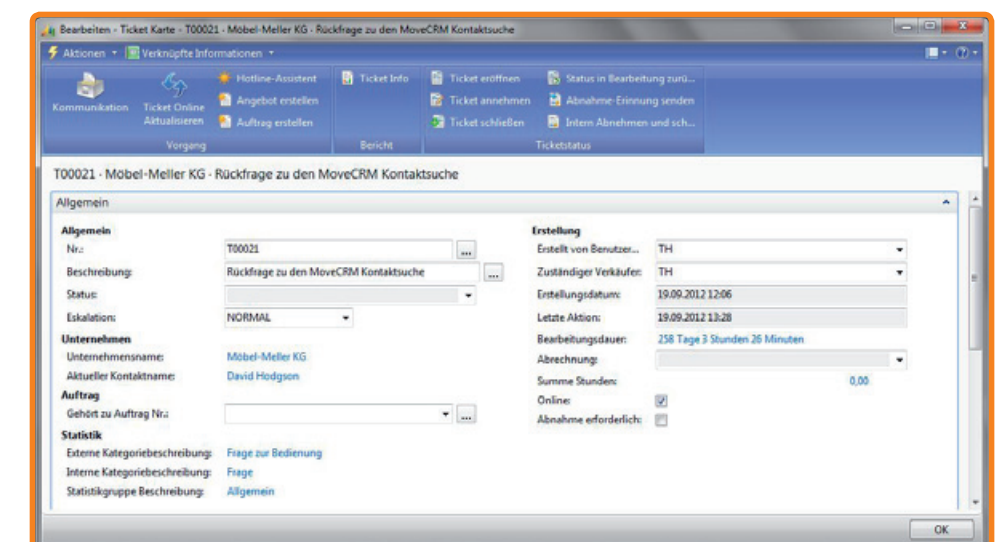
- Online HelpDesk for your customers, suppliers or employees
- Fully integrated HelpDesk backend in Microsoft Dynamics ® NAV for ticket management
- Realization of the frontend in corporate design of your company
- Management of escalation and notification scenarios
- Automated notification of employees or teams via e-mail, texts to your mobile phone or directly in Microsoft Dynamics ® NAV
- Documentation of the ticket history and all communications online and in Microsoft Dynamics ® NAV
- Exchange of documents and files to the ticket
- Download Center to provide documents irrespective of tickets documents



Web frontend in your corporate design



Roll center of a support person



Ticket card in Microsoft Dynamics ® NAV

distribution partner



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