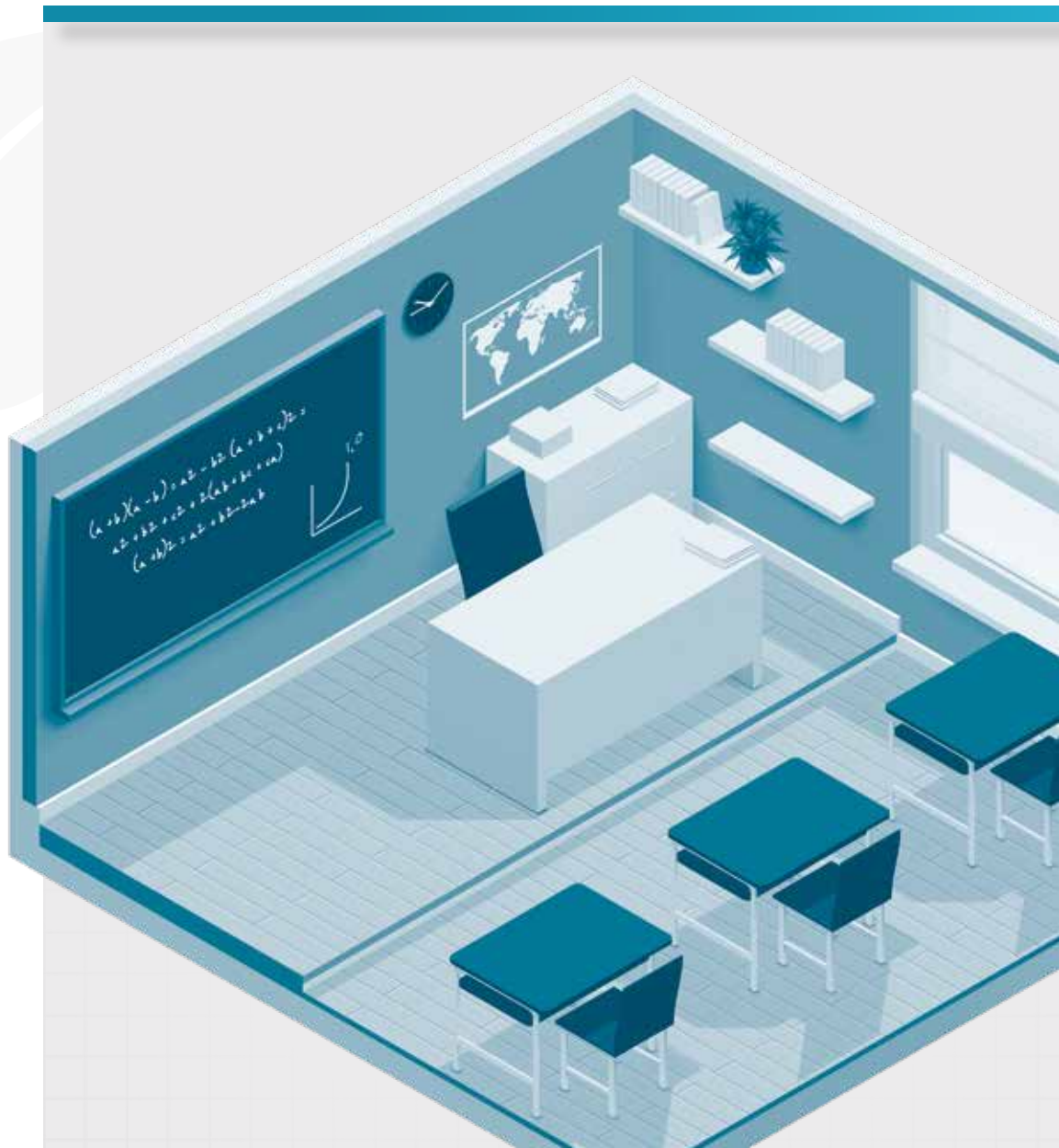
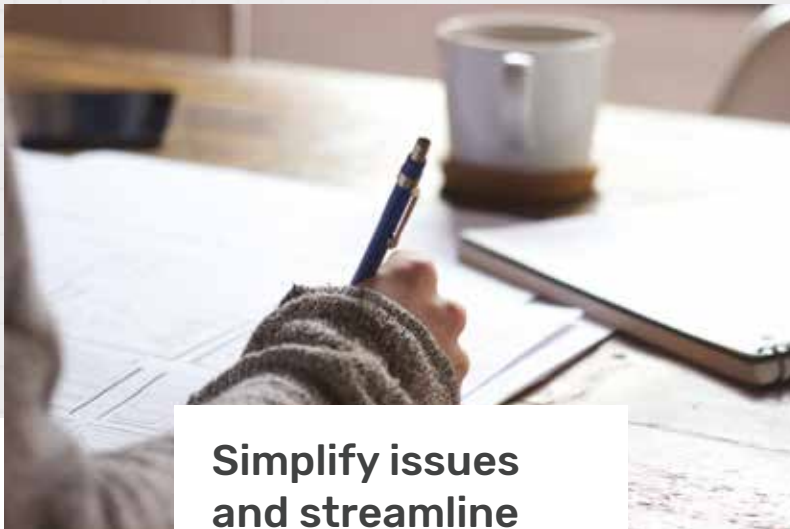




Helpdesk Ticketing

Our responsive Helpdesk Ticketing module helps the entire school district community work together – allowing you to identify, address and prevent issues effectively and efficiently.





Simplify issues and streamline tasks

Designed to optimize communication and enhance the delivery of support, our Helpdesk Ticketing module will effectively streamline helpdesk processes.

Suitable for use via email or a portal, this module will help to reduce bottlenecks, simplify administration tasks and increase efficiency – saving time, money and resources.

The Helpdesk Ticketing module can be added to any of our school management solutions.

“Parago manages the equipment across our multiple locations, which as we all know is very difficult with staff needing to check in items for repair, and knowing how long things have been returned for.”

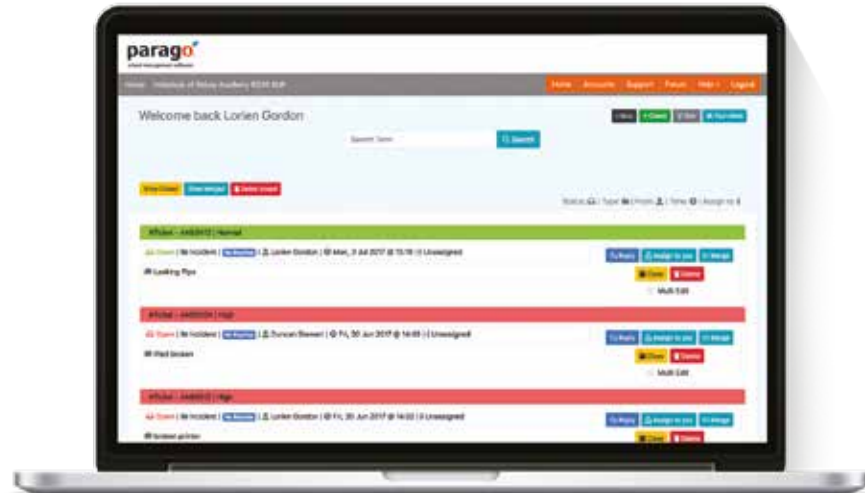
Vince Hulme | Northwest Tri County | Pennsylvania

**Don't just
take our
word for it...**



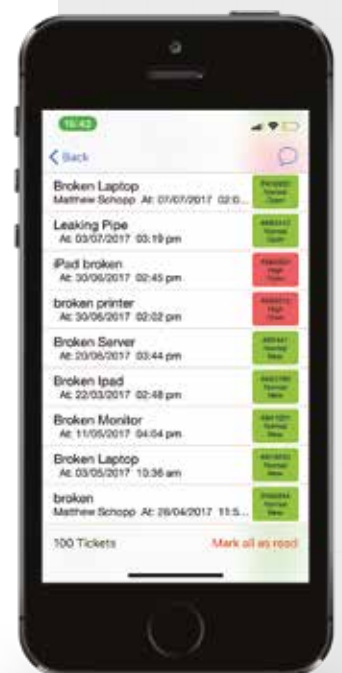
Designed with the unique needs of schools in mind

Our Helpdesk Ticketing module has been expertly designed in conjunction with school districts, in order to meet the demands of technicians and staff across the district.



Key features:

- Link to portal for external and internal users
- Email2Ticket as alternative to portal
- Custom alerts to target tickets to the relevant individuals and teams
- Customizable ticket layout
- Smartphone management of tickets
- Relate tickets to inventory or building infrastructure
- Mass edit, assign, update, merge and reply to tickets
- Screen and report updates on outstanding tickets
- Central management for school districts
- Customizable reporting system
- Attach photos and documents to tickets where needed
- Target tickets to premises, IT and other departments



Product technical specification

Central System Features

- **School-specific development and design**
A product developed with schools, for schools
- **Visual icon-based system for ease of use**
Developed for all levels of user
- **Cloud-based system**
Peace of mind that your data is securely held at AWS Amazon
- **Permissions based multi-user system**
Restrict user access based on permission levels, managed by customizable templates
- **Document importer**
Securely attach documents to assets, buildings, rooms and people
- **Image importer**
Securely attach images to assets and rooms to provide proof of ownership for insurance purposes
- **Customizable reports**
Report on any data behind assets producing accurate forecasts and schedules, all exportable to Office applications
- **REST API**
Enables data links to other software solutions
- **AD/LDAP integration**
Manage Parago users through your domain

Contact us

Parago Software Inc

3355 Lenox Road, Suite 750
Atlanta
GA 30326
United States



404.870.8519



enquiries@paragosoftware.com

paragosoftware.com