CIVICA

Helpdesk Ticketing

Simplify the resolution of issues and streamline tasks.

Reporting and raising school issues can be challenging, but it doesn't have to be. We've developed a helpdesk ticketing system to improve communication, ensure issues are dealt with swiftly and increase the efficiency of operational management.

You set the rules and stay in control

Ensure staff work to the standards set as a district or school with custom SLAs (Service Level Agreements). Ensure tickets are sent to the correct people to action and respond to within a specified time frame. If tickets are missed or untouched, you can set conditions to automatically escalate or prioritise issues to ensure they are responded to and resolved.

Keep tabs on progress

Always know the status of your tickets thanks to key performance statistics dashboards. Track the number of open tickets, oldest ticket and time frame, assets with most associated cost and much more. You can report, analyze and detect whether changes should be made in certain areas to prevent problems and save on time, money and resources.

Staff can easily log tickets

Staff and students can use Email2Ticket or the portal to instantly report issues to the helpdesk system. All tickets go through the SLA channels to automatically assign them to the correct person or department. Better still, those who've raised a ticket have full access to their ticket's status – so no more chasing emails!

Key takeaways:

1 | Keep your email inbox clear so you can focus on higher value tasks

2 | Respond to issues instantly with our mobile app

3 | Save time and money spent analyzing issues with KPI dashboards

"When choosing an IT and Asset Management and Helpdesk software supplier, it was clear that Parago had the simple, yet comprehensive, elegance we had been missing in our district for over a decade."

Pete Just, Technology Director, Metropolitan School District of Wayne Township

Learn more:
www.paragosoftware.com

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