

Incident, Request, Knowledge Base (KB), Service Level, and Vendor Management

Automation, collaboration, and better IT support quality

KEY BENEFITS



Greater end-user satisfaction



Reduction in operating costs



Faster resolution of incidents and requests



Continuous improvement with reliable metrics



Multi-channel collaboration and self-service



Increased productivity of your support technicians

KEY FEATURES

- User portal with self-service and knowledge base (KB).
- Multi-channel chatbot (Teams, WhatsApp, Telegram).
- Mobile app for technicians and end users
- Automatic authorization and escalation flows.
- Control of SLAs, OLAs, and UCs with real-time monitoring.
- Unified supplier and contract management.

Security with CyberITAM

Centrally managed security incidents

Automation of notifications and escalations

Secure access control with SSO/AD, profiles, and roles

Full traceability with action log

Optimization and automation

Templates for tickets and routine tasks

Automatic AD password unlocking and changing

Reduction in tickets thanks to KB and self-support

Advanced reporting and interactive dashboards

Integration with external BI (Power BI, Qlik, Tableau)

Transform your help desk into an agile and collaborative service desk!



Request more information or a demo >>