



# ConVox

## TICKETING MANAGEMENT SYSTEM

1.02 (TMS)

[www.deepijatel.com](http://www.deepijatel.com)





# Introduction to ConVox Ticketing Management System

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- The ConVox Ticketing Management System 1.02 (TMS) is a cutting-edge, centralized solution designed to streamline and optimize internal processes within our company. TMS serves as a powerful tool to manage and resolve various issues and tasks, enabling us to maintain a well-balanced workflow and deliver exceptional services.
- ConVox TMS can seamlessly integrated with any CTI & Omni Channel solution available in the Market. ConVox TMS also comes with API Library for Tickets Generation via PSTN Calls, Email, WhatsApp, Website Chatbot and Social Media platforms.
- ConVox TMS supports multiple media Gateways like SMS/Email/ WhatsApp & Voice for alerting the Users.



# Benefits of ConVox Ticketing Management System

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## Efficient Issue Management and Resolution

- At the core of the ConVox TMS lies its ability to efficiently handle and resolve diverse issues. From technical problems to service requests, ConVox TMS ensures that every ticket is tracked, assigned, and addressed promptly. By centralizing ticketing processes, we can avoid delays and bottlenecks, leading to greater overall efficiency.

## Enhancing Productivity and Response Time

- ConVox TMS enhances productivity and reduce response time significantly. With a structured ticketing process, we can prioritize tasks effectively and assign them to the most suitable personnel. As a result, resources are maximized and deliver quicker solutions to end customers.

## Improving Customer Satisfaction

- One of the key benefits of ConVox TMS is its positive impact on customer satisfaction. By managing tickets more efficiently, we can offer timely support and resolutions, leading to happier clients. Additionally, the system allows to maintain a comprehensive record of customer interactions, thus enabling to provide personalized and attentive service.



# Key Components Of Ticketing Management System

## TICKET





## Here are the different ways users can generate tickets:

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- **Call**  
Users can call dedicated support line to log their requests using IVR or with help of Agent.
- **Email**  
Users can send an email to a designated support email address.
- **Website Chatbot**  
A Pre-Defined chatbot on website assists in generating tickets.
- **WhatsApp**  
Users can submit tickets via official WhatsApp number.
- **Social Media**  
Direct messages on social media platforms are monitored to create tickets.
- **Web Portal**  
Users can log in to web portal and submit tickets online.

## Ticket Generation

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Multiple channels support to create Tickets



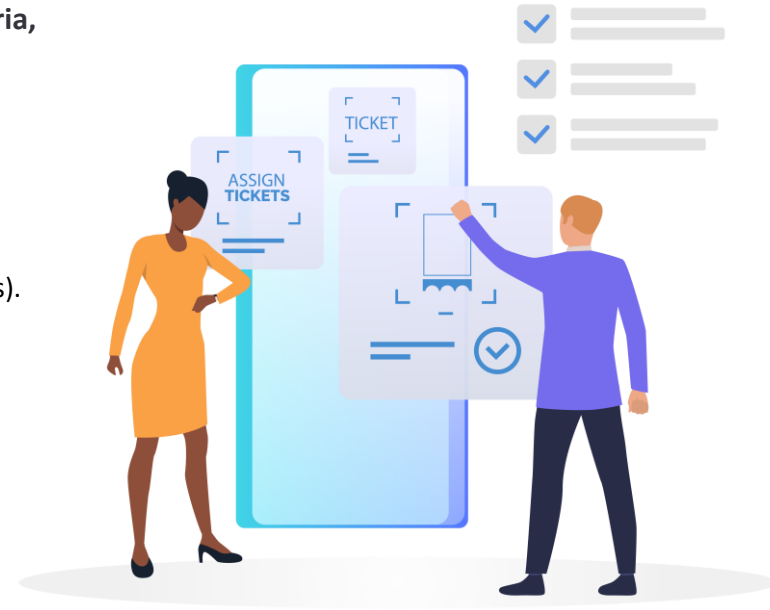


# Ticket Assignment

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Tickets are assigned to appropriate personnel based on the following criteria, ensuring efficient ticket management

- **Priority**  
High-priority tickets are assigned higher urgency and addressed first.
- **Team**  
Tickets are routed to specific teams based on their nature (e.g., technical, sales).
- **Agent**  
Tickets are assigned Based on workload and expertise of individual agents.
- **High Value Customers**  
Tickets from specific customers are directed to designated agents for Quicker response.





# Ticket Management



The ConVox TMS efficiently handles tickets throughout their lifecycle, promoting seamless issue resolution.

The various stages of ticket progress are as follows

- **Update**  
Ticket details can be updated to ensure accurate information.
- **Merge**  
Tickets from multiple recourses against single complaints are merge to avoid duplicate Tickets.
- **Transfer**  
Tickets may be transferred to other teams or agents if required.
- **Notification**  
Agents can add notes and communicate progress to users.



# Ticket Escalation

Tickets can be escalated to higher authorities or teams under specific circumstances.

Different SLA's can be configured by Admin based on the Ticket Type & Priority.

- **Time**  
If a ticket remains unresolved beyond the defined time frame, it automatically escalates.
- **Priority**  
High-priority tickets that require immediate attention can be escalated.
- **Manual Escalation**  
Complex Tickets can be escalated to specialized teams for expert handling.







# Ticket Closure

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## ■ Resolution Remarks

Agents can successfully close the tickets after resolving the Ticket. They can provide comments summarizing the solution or relevant information for future reference

## ■ Categorizing /Tagging

The disposition of the ticket, such as "Resolved," "Pending," or "Duplicate," helps track its final status.



## Ticket Re-Open

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Customers have the option to reopen a ticket if they encounter the same issue or have additional concerns, even after the ticket has been marked as "Resolved" or "Closed."

When a customer reopens a ticket, it creates a new instance of the ticket with a reference to the original ticket number. This allows agents to track the history of the issue and view any previous interactions

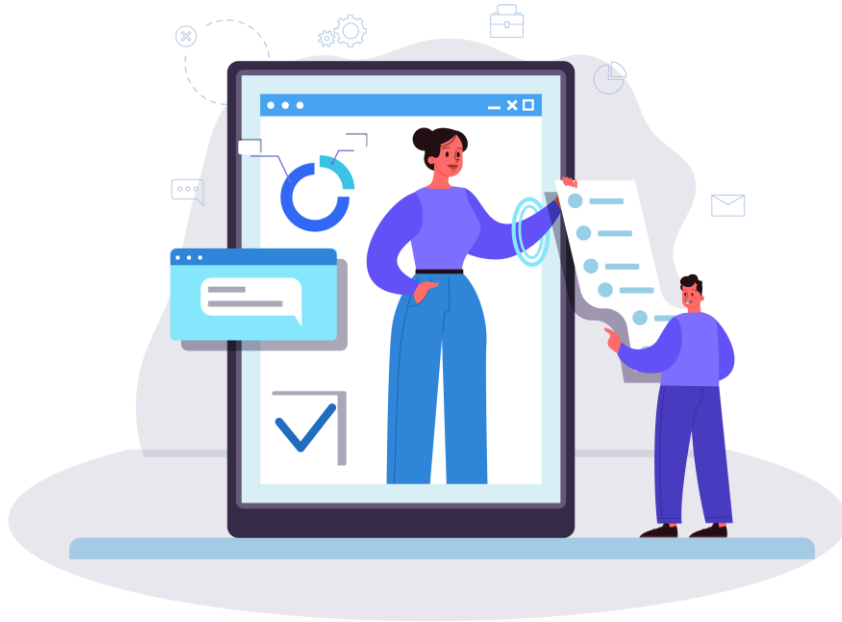
This feature is designed to provide continuous support and ensure that customers receive further assistance when needed





# Ticket Management Features

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- User-friendly Ticket Submission Interface.
- Automated Ticket Routing and Assignment
- Real-time Status Updates for Requesters
- SLA (Service Level Agreement) Management:
- Performance Analytics and Reporting
- Ticket Metrics & SLA Reports
- Customizable Ticket Title
- Customizable Ticket Categories and Priorities
- Multimedia notifications & reminders
- Ticket Merge and Linking
- Integration with other systems



# Analytics and Reporting

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- Performance Metrics Dashboard
- Ticket Volume and Trend Analysis
- Agent Performance Scorecards
- Customer Demographics and Geography Insights
- SLA Compliance Report
- Escalation Analysis
- Top Ticket Category Report
- Customer Satisfaction Analysis



**THANK YOU**