SELF SERVICE → DEPARTMENT HELP DESK
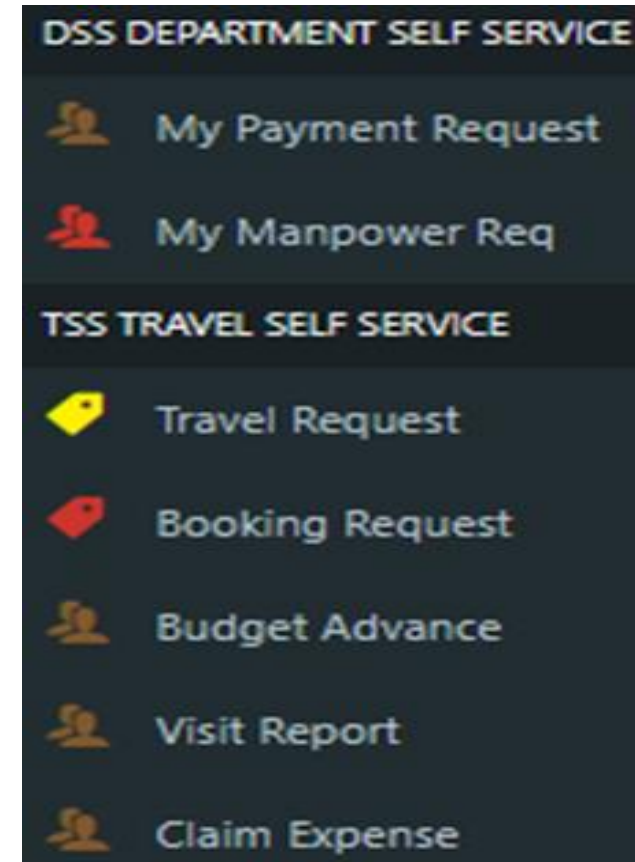
Department Help Desk

MobileERP.in

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DEPARTMENT HELP DESK

Help desk software is a tool designed to assist support teams in tracking, prioritizing, and resolving customer, supplier and employee queries. It empowers agents to collaborate on requests and personalize conversations across channels. With the integration of artificial intelligence (AI) and automation, help desk software streamlines processes and reduces manual work.

1. **Employee Related Help Desk**

   Employee, Travel, Claim Approval Manager

2. **Customer Related Help Desk**

   Technician Field Service, Customer Support Agent

3. **Supplier Related Help Desk**

   Seller Center, Reverse Tender Publisher and selector

4. **Project Dept Related Help Desk**

   Site DPR Manager, Site Store Keeper

5. **Purchase Dept Related Help Desk**

   MR, PR, Asset Procurement and Purchase Approver

6. **HR Dept Related Help Desk**

   Manpower, Career, Benefits, Training Requirement Approver

7. **IT Dept Related Help Desk**

   Service Ticket, ITSM related service provider

DSS DEPARTMENT SELF SERVICE

My Payment Request

My Manpower Req

TSS TRAVEL SELF SERVICE

Travel Request

Booking Request

Budget Advance

Visit Report

Claim Expense

Employee Help Desk

Technician Field Service Help Desk

CUSTOMER HELP DESK or AGENT

11/04/2024 15:20:00   3479 7701   28   0   0   2   8   IMPLEMENT

ERP | GTD | CRM | DMM | TMM | OMS | SDM | SMS | PMS | CSS | PLM | SCM | PPP | MFG | EPC | IMS | LMS | EAM | MMS | QMS | HCM | TLM | TOM | PAY | WAG | PGM | PA | LEG | ESS

Dashboard | Role | From Customer | To Agent | Widgets Integration | Website Generator | Website Portal | Website Widget | Mobile Apps | Chat Bot | Contact Form | Meeting Form | Feedback Form | Discussion Forum | Partner Affiliation | Call Back | Knowledge base | SMS Emails | IVR Calls | Video Calls | Whats App | Social Media | ToDo Tasks | Tickets Execution | Hold Release | Reports | Configurations | How to

HelpDesk | SALESMEN | Communication | Setup | Customer | Customer: External Ticket Generation Channels on website | Customer: External Ticket via 3rd Party | Agent: Help Desk Operations | Help: How to?.

My Daily Report
Report to Samirsir daily

Website Traffic: Monitor daily website visits and unique visitors.
Organic Traffic: Track the number of visitors from search engines.
Average Session Duration: Understand how long users spend on your site. Bounce Rate by Page: Identify pages with high bounce rates.
Social Media Metrics: Analyze engagement, reach, and conversions.
Email Campaign Performance: Evaluate open rates, click-through rates, and conversions.
Ad Campaign Metrics: Review ad impressions, clicks, and conversions.

My Weekly Report
Report to Samirsir every week

Content Performance: Assess the impact of blog posts, videos, or other content.
Lead Generation: Track leads generated through various channels.
Conversion Rates: Calculate conversion rates for different funnels.
Competitor Analysis: Keep an eye on competitors◆ activities.
Keyword Rankings: Check how your target keywords are performing.
Budget Utilization: Review weekly marketing expenses.

My Monthly Report
Report to Samirsir every month

Marketing ROI: Calculate return on investment for campaigns.
Customer Acquisition Cost: Analyze the cost of acquiring new customers.
Sales Funnel Analysis: Evaluate each stage of the sales process.
Customer Segmentation: Understand customer demographics and behavior.
A/B Test Results: Review experiments and optimize strategies.
Campaign Effectiveness: Measure the success of major campaigns.

My Yearly Report
Report to Samirsir every year

Annual Marketing Plan Review: Reflect on the past year◆s goals and achievements.
Market Trends: Analyze industry trends and adapt your strategy.
Budget Planning: Allocate resources for the upcoming year.
Customer Lifetime Value: Assess long-term customer value.
Brand Health: Evaluate brand perception and reputation.
Strategic Goals: Set ambitious goals for the next year.

My Pending Work

To Do	Doing	Done	Delayed
44	0	383	44

Backlog	Tickets To Do	Tickets In Progress	Tickets I Raised
0	0	0	0