## Take Customer Support to the Next Level

Are you drowning in customer emails and support tickets? Are you struggling to keep up your customers needs? Do you wish you could *improve customer satisfaction* while at the same time *reducing your support costs*?

KronoDesk® is an integrated customer support system that includes help desk ticketing, customer support forums and an online knowledge base in a single user interface.

## Key Features Include:

- **Configurable Help Desk with Forums/KB**
  KronoDesk includes a help desk together with fully integrated customer forums and online knowledge base. The complete support package in one.

- **Personalized dashboards of key information**
  KronoDesk provides customized dashboards for both your customers and support agents that reduce information overload and enhance efficiency.

- **Available Hosted or On-Premise**
  KronoDesk is available as both a both a secure, hosted SaaS service or as an on-premise product that is installed in your own environment.

## Get Information Right at Your Fingertips!

KronoDesk®  provides personalized dashboards for both your customers and support personnel.

For your customers, KronoDesk® provides a single, **easy to use destination** for all their support needs. When they arrive with a problem, question or enquiry, KronoDesk will direct them to relevant knowledge base articles, suggest helpful discussion threads and provide self-service solutions so that they can find a wide range of immediate solutions and suggestions.
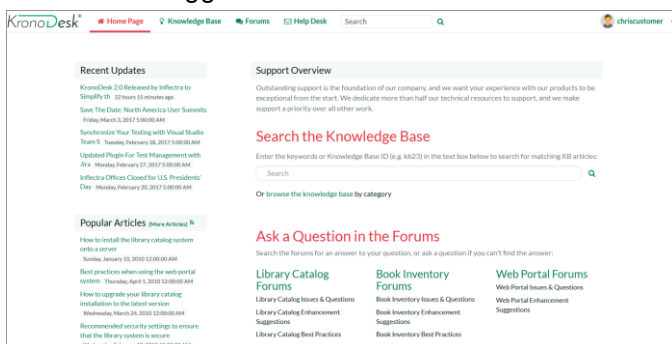


The customer dashboard provides a single view for your customers to see new knowledge base articles, recent forum posts and all their open tickets.
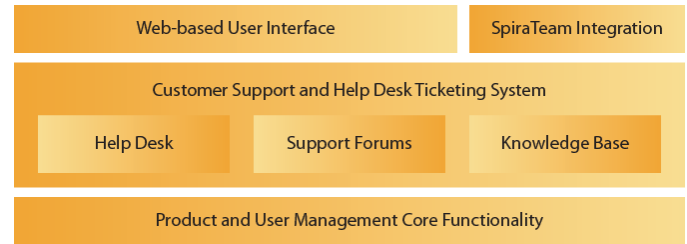


## Powerful Help Desk Ticket Management

KronoDesk® includes a powerful and flexible help desk ticketing system that can be **quickly and easily tailored** to meet your support needs. With support for custom fields and workflows you can create different support processes for your different products.
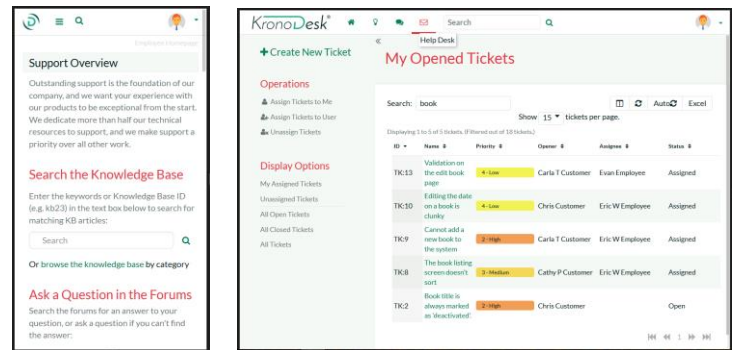


KronoDesk makes it easy for your customers to attach files and screenshots with their tickets making it easy for your support agents to reproduce issues and provide help.

## Integrated Customer Support Forums

Are your support personnel spending **too much time** responding to the same enquiries? Do you want to build a community around your products?

KronoDesk® provides integrated online support forums, making your customers more self-sufficient with routine issues so that your support personnel can focus their time on the critical issues and complex enquiries.
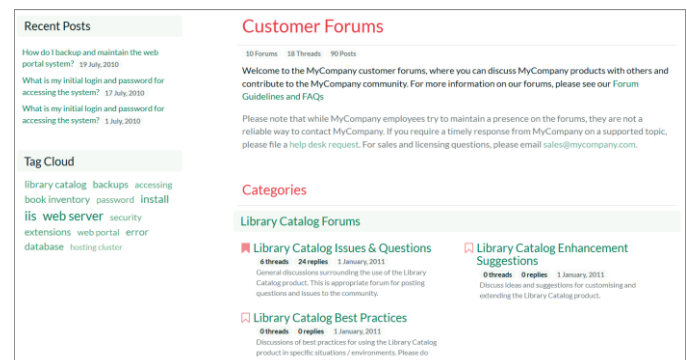
# A Complete Customer Support Solution...

## … In-Sync with Your Software Lifecycle

## Built-In Customer Knowledge Base

Are your support personnel spending **too much time** responding to the same enquiries? KronoDesk comes with a built-in online knowledge base where your agents can post the answers to common questions and issues:



The knowledge base is searchable by category, keyword and meta-tag, and includes the ability to find related articles and view the most popular and recent topics.

## Integrated Into Your Application Lifecycle

When used with SpiraTeam®  you can integrate your customer support into your software development lifecycle. Each KronoDesk®  ticket can generate new items in SpiraTeam so that customer requests can be seamlessly added to the product backlog.



KronoDesk works seamlessly with SpiraTeam to provide an end-to-end flow of information from your customers to your developers and product managers.

## Employee Dashboard for Support Agents

KronoDesk® provides personalized dashboards for both your customers and support personnel.

For your support agents, KronoDesk® eliminates the time and effort spent checking separate systems for help desk tickets, support requests and forum posts. Using the **customizable agent dashboard**, they can view all their assigned tickets, monitor incoming forum posts and check for new tickets all from the same screen.



## Configurable to Your Processes & Brand

KronoDesk is completely configurable, so that you can tailor the system to match your customer support process. In addition, it has an easy to use theming system to make it easily integrate with your website an online channels:



The system lets you setup custom fields, priorities, statuses, types, resolutions and workflows so that you can tailor the product to fit your process and business.

**To learn more about the features offered by KronoDesk™, and how it will transform Customer Support in your organization, please visit www.inflectra.com or contact us at:**

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Phone:  1-866-572-5878 (toll-free)
         +1 202-558-6885 (outside US)

**inflectra**