



HELPDESK MANAGEMENT SOFTWARE

Support that your client can see into.

Tickets raised by your team or by clients from their own panel, tracked against an SLA, with ageing, resolution time and workload reported — one conversation, visible to both sides.

Tickets

SLA

Ageing

Workload

Client Panel

Sysfo

HelpDesk Workspace

Dashboard

Masters

Support Tickets

Create Support Ticket

My Support Ticket

Search Tickets(ALL)

Reports

Sysfo HelpDesk — Search Tickets

HelpDesk / Support Tickets / Search Tickets(ALL)

Search forms & pages... Ctrl+K

SA Anita Rao (Sysfo Software S SuperAdmin)

Search Tickets(ALL)

Browse, search and manage records.

TOTAL TICKETS 6

OPEN 6

IN PROGRESS 0

RESOLVED 0

13/Oct/2025 - 13/Oct/2026

All Status

Clear

All Fields

Enter Criteria...

Search

PDF

EXCEL

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#	TICKET#	TICKET DATE	SUBJECT	PRIORITY	STATUS	CLIENT	PROJECT	HANDLED BY	ASSIGNED TO
1	TKT-00017	23-Aug-2026	Testing	Medium	Open	Zenith Retail LLP	BubbleFinal ERP System	—	Anita Rao
2	TKT-00020	23-Aug-2026	Error in My Profile	Medium	Open	Zenith Retail LLP	BubbleFinal ERP System	—	Anita Rao
3	TKT-00022	23-Aug-2026	testing new	Medium	Open	Zenith Retail LLP	BubbleFinal ERP System	—	Anita Rao
4	TKT-00002	14-Jul-2026	Login page not working	Medium	Open	—	—	—	Anita Rao, Sneha Kulkarni
5	TKT-00003	14-Jul-2026	Connection Issue..	Medium	Open	Acme Industries Pvt Ltd	testing	—	Anita Rao
6	TKT-00001	13-Jul-2026	Add Client is not working	Medium	Open	Storefront Test	—	—	Anita Rao, Sneha Kulkarni

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Version 1.0.0

WHY SYSFO HELPDESK

A support inbox is not a support system.

Email has no owner, no clock and no history you can report on. A ticket has all three — and when the client raises it from their own panel, it arrives attached to their record instead of in someone's inbox.

12

screens in the module

8

support reports

2

ways in: your team or the client

3

alert channels: Email, SMS & WhatsApp



Every request is a record

Raised by staff or by the client, categorised by task type, owned by a person and stamped with a clock from the moment it arrives.



An SLA you can evidence

Time to respond and time to resolve are measured, not estimated — so a renewal conversation can be had with numbers in it.



Attached to the client

A ticket sits on the same client record as their orders, invoices and subscriptions, so support context and commercial context are one view.

THE LIFE OF A TICKET

Raised, owned, resolved, measured.

Raised

By your team, or by the client in their panel.



Assigned

To a person, who is notified at once.



Worked

Replies visible to both sides.



Closed

With the resolution time recorded.



Reviewed

Ageing, workload and category analysis.

Why email fails at this

A mailbox has no owner, so two people answer or nobody does. It has no clock, so nobody can say whether you were quick. And it has no history you can group, so the same fault can recur for a year without anyone noticing it is the same fault.

What a ticket adds

A number both sides can quote, one named owner, a measured response and resolution time, a category that makes patterns visible, and a client who can look up the answer themselves instead of asking again.

WORKING TICKETS

One queue, and no ticket hiding in it.

Create Support Ticket, My Support Ticket and Search Tickets cover the three questions a support team actually asks: log this, what is mine, and where is that one.

My Support Tickets · Rahul Mehta open queue



TKT-00221 · Mailbox quota exceeded
Northwind Traders · raised 11-Oct 11:02 SLA breached



TKT-00218 · Switch not powering on
Acme Industries · on site tomorrow 10:00 4h left



TKT-00226 · New user setup x 3
Zenith Retail · raised 13-Oct 08:55 26h left

Closed this week: 11
Average resolution 5h 48m · longest 2d 3h On track

The three screens

- **Create Support Ticket** — against a client, with a task type and a description.
- **My Support Ticket** — what this person owns, nothing else.
- **Search Tickets (All)** — across every ticket, open or closed.
- **Task Type Master** — the categories your analysis depends on.

Nobody is left guessing

- Assignment notifies the assignee by Email, SMS and WhatsApp.
- Replies notify the client on the same three channels.
- The client follows status in their own panel, without asking.

RAISED BY THE CLIENT

It lands in your queue, not in an inbox.

A ticket raised in the Client Panel arrives against that client's record with their order and invoice history beside it — no forwarded email, no lost thread, no retyping what they already told you.

Ticket **TKT-00218** has been assigned to **Rahul Mehta** and is being worked on. You can follow it in your client panel. — Sysfo Software Solutions

9:21 AM ✓✓



Task types

The category on each ticket is what turns a year of support into an argument for a product fix or a training session.



Internal tasks, kept apart

Project tasks run on the same engine but are reported separately, so your support numbers are never padded by your own backlog.



Three channels

Assignment and replies notify by Email, SMS and WhatsApp — so an urgent ticket does not wait for someone to refresh a page.

REPORTING

Eight reports, and the whole module.

Support data answers three different audiences: the client wants responsiveness, the manager wants workload, and the owner wants to know which product keeps breaking.

Ticket Summary Report
Browse, search and manage records.

13/Oct/2025 - 13/Oct/2026 All Status Clear All Fields Enter Criteria... Search

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#	TICKET#	CREATED	SUBJECT	CATEGORY	PRIORITY	STATUS	CLIENT	HANDLED BY	CLOSED ON	DAYS OPEN
1	TKT-00017	23-Aug-2026	Testing	Bug Report	Medium	Open	Zenith Retail LLP	—	—	51
2	TKT-00020	23-Aug-2026	Error in My Profile	General Support	Medium	Open	Zenith Retail LLP	—	—	51
3	TKT-00022	23-Aug-2026	testing new	General Support	Medium	Open	Zenith Retail LLP	—	—	51
4	TKT-00002	14-Jul-2026	Login page not working	Bug Report	Medium	Open	—	—	14-Jul-2026	0
5	TKT-00003	14-Jul-2026	Connection Issue..	Bug Report	Medium	Open	Acme Industries Pvt Ltd	—	14-Jul-2026	0
6	TKT-00001	13-Jul-2026	Add Client is not working	Bug Report	Medium	Open	Storefront Test	—	14-Jul-2026	1

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Ticket Summary Report — volume, ownership and outcome across the period.

Responsiveness

- Ticket Summary Report
- Resolution Time Report
- Pending Tickets Report

Load

- Employee Workload Report
- Ticket Aging Report
- Monthly Ticket Trend

Cause

- Category-wise Analysis
- Client-wise Ticket Report
- Task Type Master behind both

EVERY SCREEN IN THE MODULE

Create Support Ticket

My Support Ticket

Search Tickets (All)

Task Type Master

Ticket Summary Report

Ticket Aging Report

Resolution Time Report

Pending Tickets Report

Employee Workload Report

Client-wise Ticket Report

Category-wise Analysis

Monthly Ticket Trend

All twelve screens. Internal project tasks run on the same engine but stay separate in reporting, so support numbers are never inflated by your own to-do list.

The renewal conversation

When a support contract comes up for renewal, resolution time and ticket volume are the evidence. Without them the discussion is about price; with them it is about value delivered.

The hiring conversation

Employee Workload and Ticket Aging together show whether a backlog is a staffing problem or a process one — before either is argued from impressions.

GET STARTED

Give support a clock and an owner.

We set up your task types and SLA expectations, switch on the Client Panel for the clients you choose, and train the team that answers.

1

Live demo

Raising, assigning and closing a ticket, from both sides.

2

Setup & data

Task types, assignment rules, notification templates and client logins.

3

Training & go-live

Support team and managers, with the reporting pack explained.

COMPANY

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- ✓ Tickets raised by staff or by clients
- ✓ Response and resolution time measured
- ✓ Category analysis of what keeps breaking
- ✓ Email, SMS and WhatsApp on every step
- ✓ An owner on every ticket
- ✓ Ageing that surfaces the stalled ones
- ✓ Client follows status in their own panel
- ✓ 12 ready screens and 8 reports