

A SHORT-SURVEY ON TICKET MONITORING TOOLS

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Abstract

A ticket monitoring tool manages its requests via help desk software that track user requests with a unique number. There are many software applications to support the help desk functionality. Some are targeting large enterprise level help desk and some are targeting departmental needs. They provide the users a single point of contact, to receive help on various technical issues. Technical support services help the user solve specific problems with a product. Most companies offer technical support for the products they sell, either freely available or for a fee. Technical support may be delivered over the telephone or online by e-mail or a web site or a tool where users can log a call/incident. A help desk is an information and assistance resource that troubleshoots problems with computers or similar products. Corporations often provide help desk support to their customers via a website and e-mail. There are also in-house help desks geared toward providing the same kind of help for employees only. The objective of this paper is to study few recently implemented ticket monitoring tools.

Keywords: Helpdesk; Category Type Item (CTI); Escalation; Ticket; Assignment; Service Level Agreement (SLA)

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