

Get Help **FAQs, Answers, and Responses**

Question	1: How are you currently managing help desk tickets/work orders?	2: What capabilities do you have for customization?	3: What systems does your help desk integrate with?
Answer	Email, Spreadsheets, Ticketing System	Custom Ticket Routing, Custom Problem Types, Knowledge Base	None, AD/SSO, Inventory Modules
Response	<ul style="list-style-type: none"> • GetHelp is a user-friendly help desk ticketing system with asset management built into the workflow to increase efficiency • View asset details (location, tag number) on a ticket, without having to log in and out of different systems • End-users can easily create tickets, communicate with techs, and view ticket status in an online user portal 	<ul style="list-style-type: none"> • Customize ticket templates with custom fields to ensure techs get info they need upon initial submission • Automate ticket routing to individuals or service groups based on problem type or location • Designate ticket priority based on custom problem types, so urgent issues are addressed first • Create a knowledge base to allow customers to self-service and reduce technician workload 	<ul style="list-style-type: none"> • Integration between complete asset management and help desk systems create more efficient workflows • Avoid logging into separate systems to find full details on an asset needed to resolve a ticket • Technicians spend more time resolving tickets, and less time managing them