

Embed an efficient and reliable help desk system into your website!

An affordable online help desk system that enables you to manage and consolidate all your customer support requests in one centralized online location. Simple to install, one-time payment, and fully customizable, an easy-to-use support **ticket system**. Our **ticket support** script will not only provide you with an online help desk, but will also enable you to manage and review tickets. Take a closer look if you have any questions or want to request a custom development!

## SUPPORT CENTER

TICKET TRACKING

SUPPORT TICKET SYSTEM

[Home](#) [Knowledge Base](#) [New Ticket](#) [Ticket Status](#)

### Welcome to the support center

\*\*\*\* Please Check Your Spam Box/Junk Mail! We have had clients complain that they have not recieved replies, but found them in the SPAM FOLDER! \*\*\*\*

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required.

#### Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please use the form to the right.


#### Check Ticket Status

We provide archives and history of all your support requests complete with responses.

Email:

Ticket#:

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Live Demo

<http://support.verypdf.com/>

Every company that provides maintenance and after-sales support services needs a simple and reliable support **ticket system** to manage customer requests and issues. Integrate our smart help desk system into your website and stay on the pulse of your customers' needs!

### Smart Ticket Management

Handle multiple customer support and customer requests. Process, edit, delete and export tickets. Manually add a ticket on behalf of the client. Our support ticket system is a powerful tool for handling customer requests. Apply actions to multiple tickets, delete, edit and export tickets. Automatically update ticket status and use available ticket assignment options. Support can manually add tickets on behalf of customers. Thus, you can manage all inquiries from a centralized help desk system.

### Versatile and Responsive Design

The front-end UI of our help desk software is optimized for mobile devices.

### Canned messages & Predefined messages

Support members can use predefined messages in standard situations, improving turnaround time and quality. Ticket support scripts allow help desk administrators to add custom predefined messages that support members can use in standard situations. This feature will speed up response and turnaround times, and also help customer support agents focus on other ticket cases that may require more effort and attention.

### Customer group

Customers can communicate with your employees, follow up and read ticket responses from a password-protected profile area on the front end.

### Email notification

Notify customers as soon as tickets are processed. Automatically send emails to all departments after each new ticket is received. If you want to build better customer relationships, use the automated email feature of our online **support system** to notify your customers as soon as their tickets are answered. To reduce response time rates, you can also automate emails sent to all departments when new tickets are submitted through the help desk system.

### Ticket allocation

Customers can direct tickets to different departments through an online form. Team leaders

can assign tickets to agents from the backend. Our online **support system** allows administrators to add multiple departments and assign specific support agents (operators) to tickets. Customers can direct tickets to various departments, such as technical, sales, etc., using a simple drop-down menu on the submission form. Admins can assign and reassign agents to tickets from the backend.

#### PHP source code customization

After you purchase this "Ticket Support PHP Script", you can make custom changes to the **ticket support** system, or ask us to make changes.

#### Front-end search

Customers who have sent a series of queries to the support team, support team can search their tickets using the simple search field in the front end.

#### Upload files

Optimize efficiency and increase the level of understanding between staff and customers by allowing your customers to upload files through the front-end system. You can specify supported file types by adding the corresponding extension in the options menu. Customer support agents can also attach files to their responses.

If you wish to buy this "Ticket Support PHP Script", please feel free to let us know, we will send the purchase web page to you shortly.

#### Live Demo

<http://support.verypdf.com/>

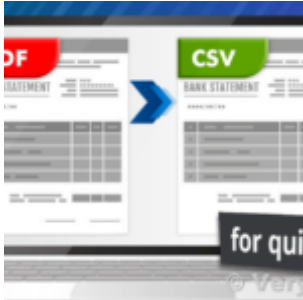
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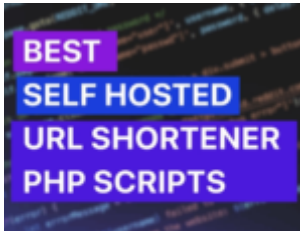
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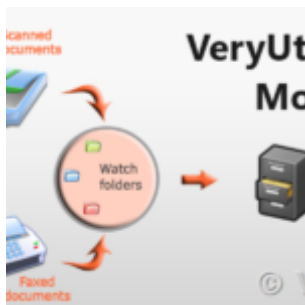
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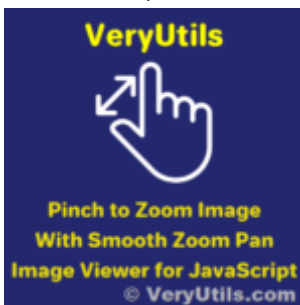
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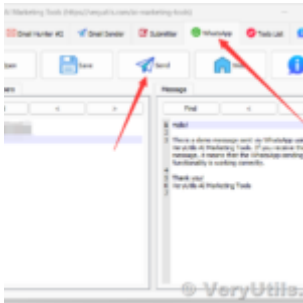
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