

# WHITEPAPER

# innvoDesk

An Enterprise **Help Desk** with **CRM** and **IT Service Management (ITSM)** tool

<https://www.innvodesk.com>



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## What is innvoDesk?






It is a web-based Enterprise **Help Desk** with CRM & **IT Service Desk** software, which can fit into any IT & non-IT organisations to manage their customer communication problems and provide faster solutions by improving customer satisfaction & revenue. It provides a pragmatic approach to applying best practices with the flexibility to make it work for your environment.

The Intelligent, intuitive, scalable Enterprise Help Desk solution that automates your services and powers your digital transformation to get the best-desired productivity.

The automated ticketing management encourages self-services and quickly connects business users to their requirements. The built-in knowledge base helps with immediate solutions for self-resolution of issues. The cutting-edge UI with mobile interfaces ensures the most up-to-date experience.



### An Enterprise **Help Desk** with CRM & IT Service Management tool

-  **Intelligent ticket management platform**
-  **Provides top-notch services**
-  **Adds more value to your business**
-  **Centralized knowledge management**
-  **Easy Collaboration & Data-security**



Customer Delight



Collaboration



Revenue Growth



Budget Friendly



Dashboard & Reports

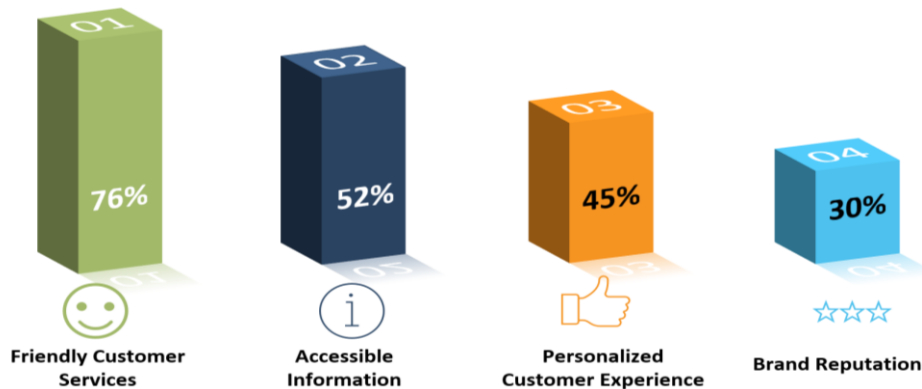
It is an ITIL based all-in-all **intelligent ticketing platform** that includes a tailor-made CRM module to help your organization manage customers with our stellar help desk services and IT Service Management (ITSM) solution that minimises disruptions and optimizes productivity.

Features include:

- *Access anywhere helpdesk: Manage conversations across email, chat, phone, web, and social media on helpdesk from wherever you are. It Improves customer experience with fast and easy conversations.*
- *Managing conversations is lot easier through innvoDesk with just a browser on your phone/laptop, thus improving customer satisfaction.*
- *Customer Services effortlessly turn from customer support into customer delight by significant reduction of the operational cost.*
- *Manages pipeline by elevating the productivity of the organization.*
- *Standardize the authentication process and improves security.*
- *It meets the audit standards without any additional effort & cost.*
- *Easy to collaborate with external or 3<sup>rd</sup> party tools through integration.*
- *Ensures high quality of service*
- *Includes Customer satisfaction survey (CSAT) module*

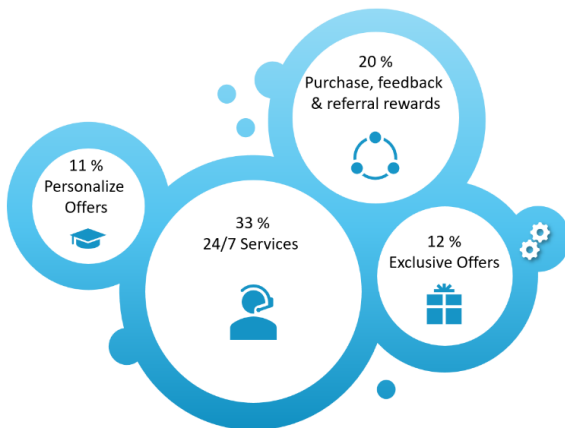


## How Help Desk Software helpful for your Business?



### Customers commitment to a Company

InnoDesk makes it easier for its customers to approach a business and helps to resolve issues in the lowest turnaround time. It empowers customers to address common problems on their own. Enable one-on-one or group conversations and collaborate within a team or across other teams through InnoDesk.



Gathers pain points, communicate corrective action steps to be taken, implement changes and repeat these steps for improvements.

Eliminate repetitive tasks and reoccurring issues.

Analyses the data in your innoDesk ticketing system and determine which tasks make sense to automate and when to invest in this automation.

It helps in customer retention and improves customer loyalty by providing top-notch services & creating positive customer experience, which in turn attracts more value to your business.

Targeting customers to be happy and satisfied with delighted customer experience. This will make them become repeat customers, recommend your business to others, less likely shop around and become less price sensitive.



## KEY FEATURES:



### **Ticket Management:**

A ticket management system is an intelligent software program that allows to create, automate, track, manage the customer problems, issues and concerns with organized way that brings to the closure.

The customer created tickets gives periodic updates to customers in progressive manner by considering two-way communication.

It performs various tasks like assigning, reassigning, escalating, resending, routing, closing, cancelling, searching tickets

InnoDesk is a complete end-to-end Ticket Management System that allows users to create Service Request, Change Request & Incidents. The key feature associated with above three categories are...

- Prioritization, classification, and optimization of tickets.
- Automated eMail to Ticket conversion.
- Auto Ticket Routing.
- Parent-Child Ticket mapping.
- Omnichannel Messaging.
- Complete Activities Log & Work Logs.
- Escalation Management.
- SLA Management to meet the objectives & goals.
  - Auto Escalation & Notification
  - Life-cycle Time tracking
  - WhatsApp Notifications (Optional)
  - Visual Alerts in the System



Fully Automation



Escalations



Highly Scalable



Easy Integration



Extremely Secure



### Customer Relationship Management (CRM):

- The innvoDesk CRM will help to create, import, and manage the real customers efficiently through automation, which helps customer experience.
- It provides the complete history of the orders and tickets by a single customer and allows to make data driver decisions. This helps to manage the pipeline effectively and boost the revenue.
- It provides Customer Management with **call centre & help desk** option(s) that can be integrated with 3<sup>rd</sup> party tools to integrate customer calls directly to the system.
- It differentiates between the real customers and prospects. The prospects can be converted as real customer.
- It allows the business users to send promotional communication to customers.
- It allows two-way communication with customers over omnichannel that improves customer communication.
- It protects the customer information from internal & external sources.
- It improves the customer experience by providing ease of communication, organized data, and improved customer services.





### Change Management:

The Change management in innvoDesk is completely driven by a process to understand and minimize the risks while adapting the changes.

- It has built in processes to evaluate the scope of the change request, execution, and deployment.
- innvoDesk efficiently manages, controls, traces, report's change request followed by secured processes.
- It helps to evaluate the nature of the change request by evaluating different kinds of impacts to the existing product (Impact Analysis) that significantly reduces the risk associated with change request.
- It helps
  - Cross-team collaboration
  - Real-time Visibility
  - Faster Release to production
- It improves the productivity and cost estimation processes for the proposed changes by communicating with stake holders and helps management for precise decision making.





### **Incident Management:**

innvoDesk provides an intelligent & reactive solution that handles the incident tickets in an organized, focused, efficient and with extreme effectiveness.

It supports the operations teams to respond to an unplanned event or service interruption and restore the service to its operational state.

It helps minimize the business impact of incidents and increase effectiveness by timely resolution and enables proactive identification of beneficial system amendments and enhancements.

Improves proactive monitoring, thus enabling accurate measurement of performance against SLAs and helps to speed up the solution to minimize the negative impact and restoring the normal services as quickly as possible.

Incident Lifecycle covers Preparation, Detection and Analysis, Containment, Eradication, and Recovery, and Post-Event Analysis (Root Cause Analysis & Preventive activities etc.) phases, which helps to improve the system and future occurrence of same or similar incident(s).







### Knowledge Management:

innvoDesk's **Self-Service** knowledge base provides online support to your customers without requiring any interaction with a representative from your company.

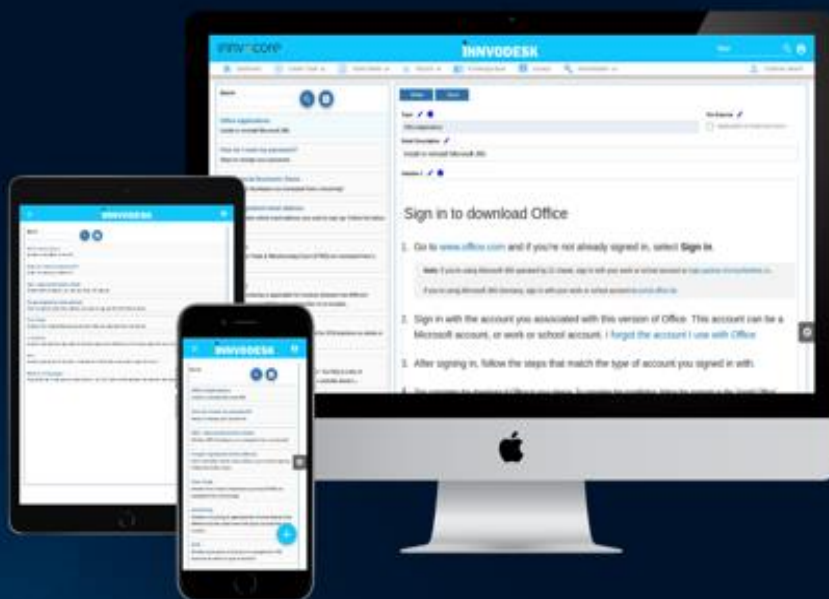
The automated ticketing management encourages self-services and quickly connects business users & customers to their requirements. The built-in knowledge base helps with immediate solutions for self-resolution of issues.

The cutting-edge UI with mobile interfaces ensures the most up-to-date experience.

It allows customers to serve themselves that creates less employee overhead and an overall more efficient experience for customer & business.

Self Service using the online bot or knowledge base means less time spent in line for customers, which expedites the experience.

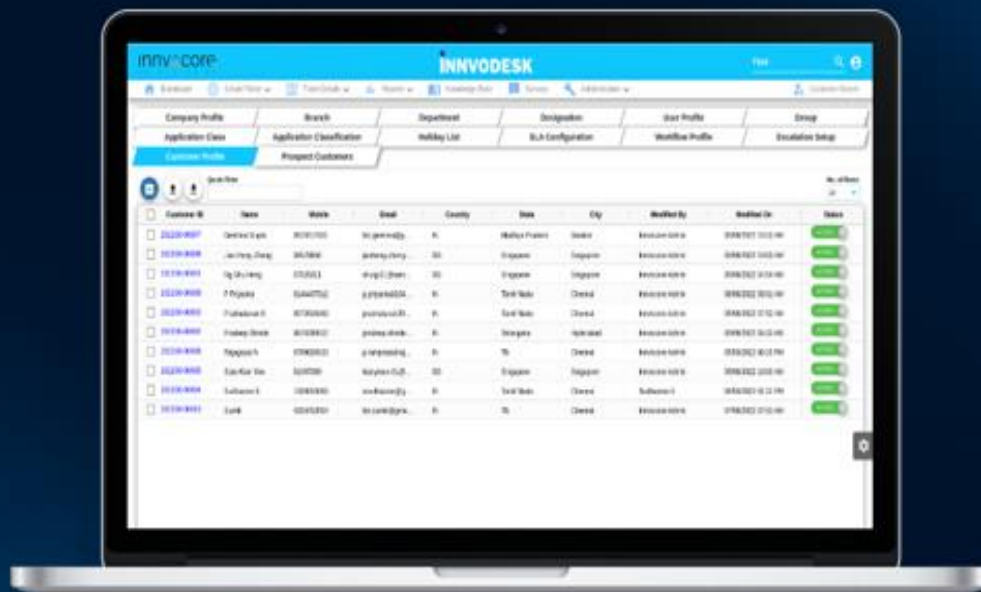
It enhances your customer experience and satisfaction level.





**Common Features:**

- Management Dashboards & Graphical reports with download options.
- Web & Mobile based Accessibility.
- Highly secured self-registration process for new and existing customers with OTP authentication.
- Sales Promotions to existing customers and prospects by considering DND options.
- Measure your Customer Satisfaction through CSAT Survey.
- Native Integration with Windows Active Directory (AD).
- Integrate with 3rd Party Software & Tools (Tata Tele Services, WhatsApp, Chatbots etc).
- Economic Deployment: Lowering Costs through speedy implementation and increased re-usability.
- Access the application over multiple browsers and hand hold Android & iOS devices.
- Bi-directional email omnichannel communication with customer, staff and other stake holders.



### Customer Care – All information in a Single Page

innvcore
INNOVODESK
Tkt#

Dashboard
Create Ticket
Ticket Details
Reports
Knowledge Base
Surveys
Administration
Customer Search

**Customer Search**

Search

Customer  Branch

Mobile Number:  Email ID:  Customer ID:

**Customer Details**

<b>Customer ID</b> 202205-00005	<b>Name</b> Kalpana M	<b>Gender</b> Female
<b>Country</b> India	<b>State</b> Telangana	<b>City</b> Hyderabad
<b>Billing Address</b> 1-B, 204 Malar Aptms, MG Road, Andheri West, Mumbai, MH - 300021	<b>Shipping Address</b> 1-B, 204 Malar Aptms, MG Road, Andheri West, Mumbai, MH - 300021	<b>Customer Interaction</b> 7 out of 10
<b>Primary Mobile No.</b> +91 - 8080808080	<b>Alternate Mobile No.</b>	<b>Landline Contact No.</b>
<b>Email</b> kalpana@gmail.com	<b>Alternate Email</b>	<b>Language</b> English, Hindi
<b>Remarks</b>		

**Call Log**

S.No.	Call Reason	Modified	Modified By
1	<a href="#">Regarding collection center</a>	20/07/2022 03:47:13 PM	l0u1
2	<a href="#">Regarding collection center</a>	21/06/2022 03:47:13 PM	l0u1

**Order Details**

Order No.	Order Status	Delivery Date	Delivery Address
<input type="radio"/> ORDER-00003	STATUS-3	29/07/2022 11:36:21 AM	DELIVERY-ADDRESS-3
<input type="radio"/> ORDER-00004	STATUS-4	29/07/2022 11:36:21 AM	DELIVERY-ADDRESS-4

**Ticket Details**

Case#	Status	Reason	Description	Opened	Updated	Priority
<a href="#">CT-SR0007</a>	Active	InProgress	Fitting Issue	20/07/2022 03:42:05 PM	20/07/2022 05:28:44 PM	Low

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Customer Information



Call Log Management



Customer Order History



By-directional Omnichannel Communication

## KEY BENEFITS:

innvoDesk is enclosed with ITIL based processes and practices, that provide enormous benefits to the business. Some of the key benefits are as follows.



**Resolve tickets with more accuracy.** The agents can assign or route the technical questions to the support professional or an in-house expert for an accurate response.



**Builds a knowledge base** that helps organise the repetitive customer queries to facilitate self-services. Using templates, it can build a knowledge base section and add it to your site.



**Achieve 100% service levels.** Managers can configure and assign different SLAs to their respective support teams with workflows as per the business need, thereby, each SLA gets the appropriate customer service.



**No missing tickets** as agents can set alerts to notify them about the day's tickets based on the SLA. Managers can also set rules to auto-convert customer emails to tickets and channel them through ticket management.



**Resolve tickets faster.** It's one of the main advantages of help desk software. Agents resolve tickets faster and more accurately through collaboration with other agents, routing to in-house experts, or quickly accessing product specs. They can also categorize tickets by priority or escalate them to higher-ups, so the most urgent issues are resolved.



**Elevate resolving tickets consistently.** FAQs and unique issues are recorded, and best practices are logged as a reference for future incidents. Next time when a similar query is received, an agent will know exactly how to respond. innvoDesk provides collaborative work of different departments like sales, marketing, and IT to fully maximize the system's potential for quick resolution turnaround and market insights.



**Focus on important tasks** Managers can automate recurring and routine tasks, repetitive problems, and administrative compliance, so agents can handle more critical tickets.



**A dedicated technical support team** to address technical glitches of the InnvoDesk system quickly without any downtime of the server or services.



Customer Delight



Collaboration



Revenue Growth

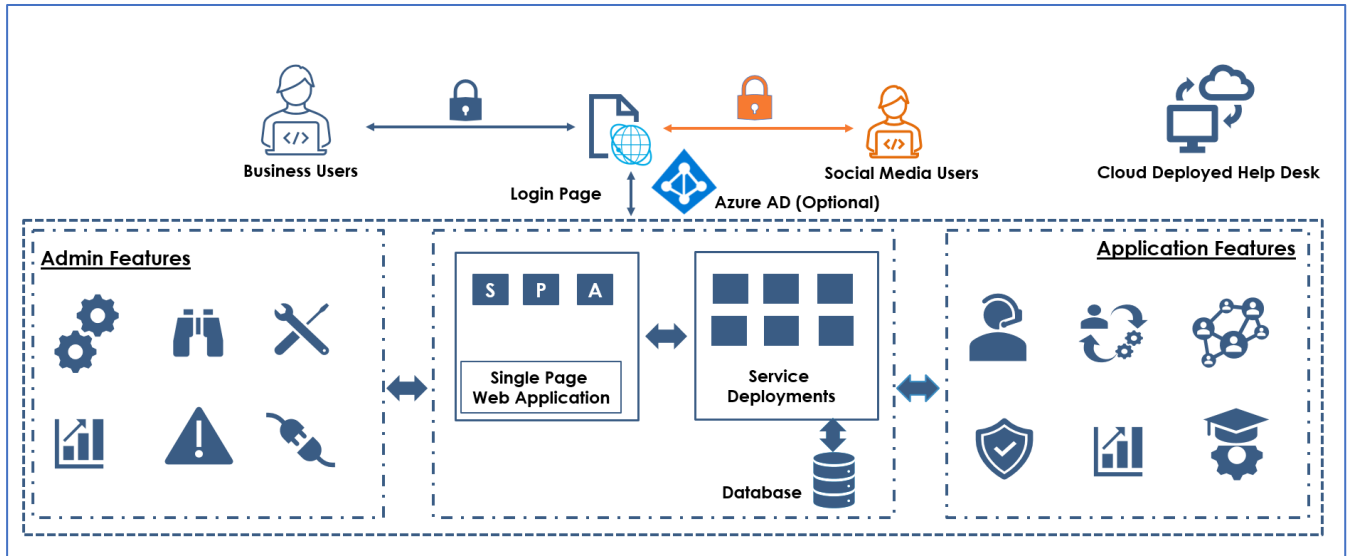


Budget Friendly

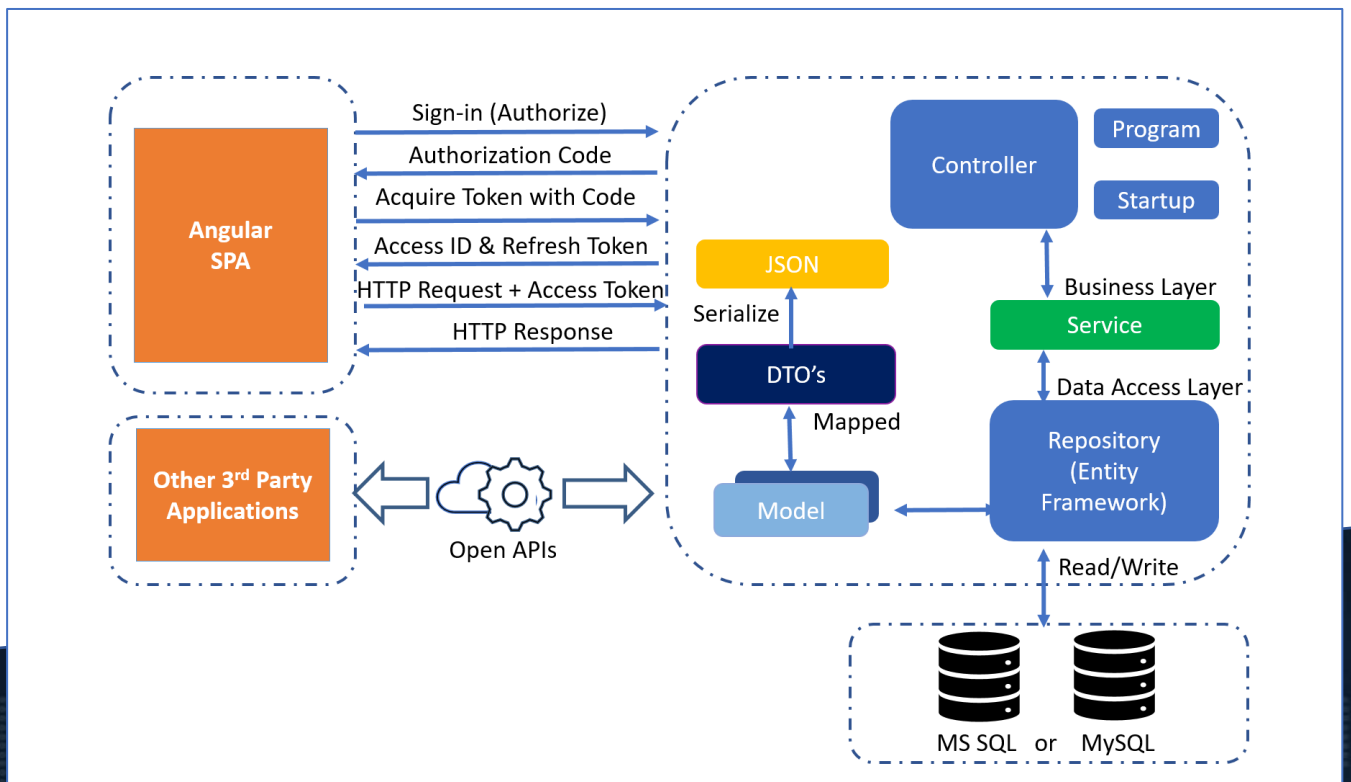


Dashboard & Reports

## TECHNICAL OVERVIEW DIAGRAM



## ARCHITECTURE DIAGRAM

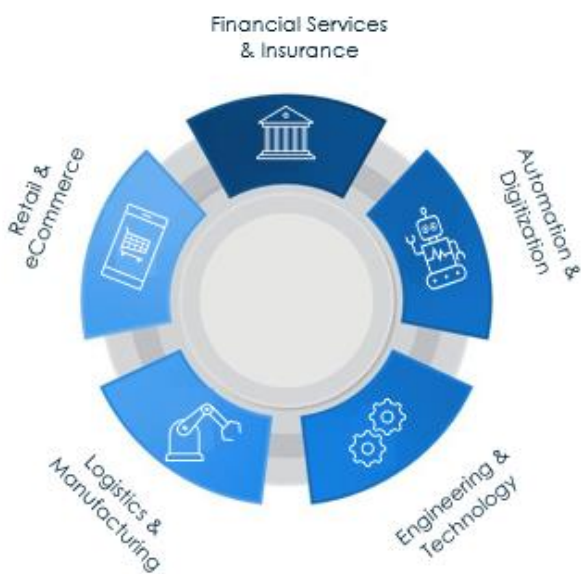


## ABOUT US

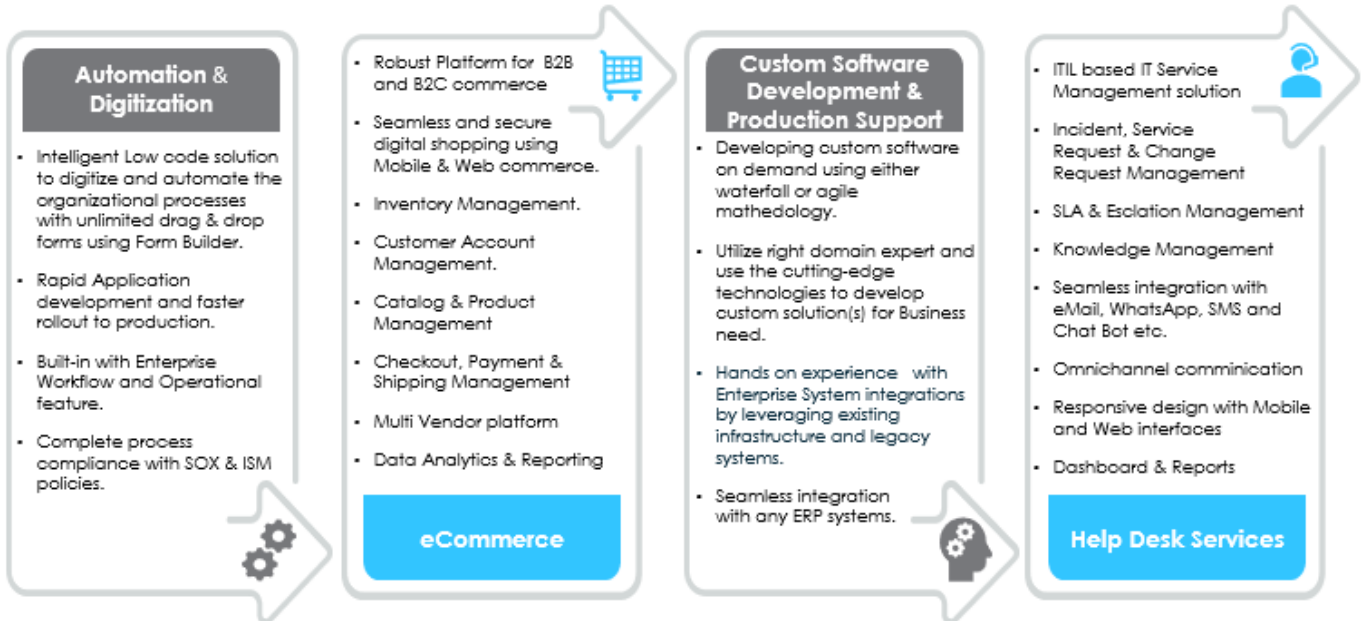


- **Innovocore Technologies** is a Global Information Technology start-up company that provides splendid **digital & automation** solutions to clients across industries through a broad range of cutting-edge technologies & services.
- At Innovocore, we offer an integrated portfolio of products, solutions, services, built for Digitization, Process Automation, Workflow Solutions, Robotic Process Automation (RPA), Cloud Solutions, IoT, Analytics, Infrastructure Management & Engineering Services, amongst others. Every solution we provide is delivered with **speed, scale, quality, and flexibility**. We generate business value for our clients through technology, data analytics & design.
- Over 25+ years of IT experienced management brains with core values - Passion, Commitment, Integrity, Accountability and Excellence to generate business values for our clients by putting client's success first.
- Diversified capabilities in latest new age technologies with matured organizational quality processes.
- Best quality services & solutions in minimum turnaround time at affordable price.

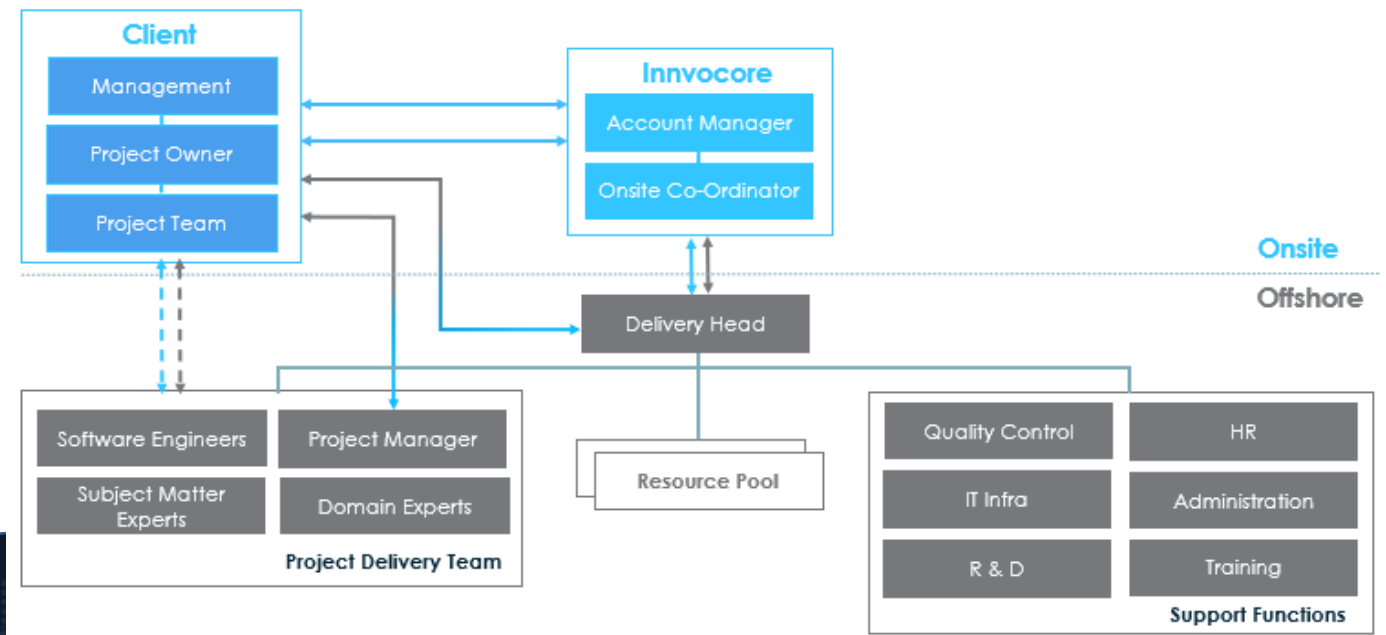
## DOMAIN & TECHNICAL EXPERTISE:



## SOLUTION OFFERINGS:



## ENGAGEMENT MODEL:



## VALUE PROPOSITION:



## WHY INNVOCORE!

### Transform Your Customer Experience

Engage with customers in their context. Whether it's your mobile app, social media page, website or emails, we help you deliver an omnichannel experience throughout your customers' journeys.

### Innovate Continuously

At Innovocore, continuous innovation is part of our DNA. Our platform, powered by new age capabilities such as RPA, social sensing, mobility & analytics, help you remain current and competitive, today and tomorrow.

### Work with People Passionate about Transformation

Unlike most vendors, our focus is on transforming the experiences of your users and customers. Our people continually think of making life simpler and business more efficient while helping you achieve your objectives.



### Bridge The Silos

Stay on top of every business interaction and activity. Our low code automation platform connects your people, systems, data, and workflows so you can make business happen, with fluid processes and seamless flow of information

### Make the Most of Your Legacy IT Investments

Leverage your existing IT investments. We offer SaaS, cloud and on-premise deployment models to help you extend and connect your existing functional and IT ecosystems.

### Go Live on Time and on Budget

Time to market is critical. With over two decades of implementation experience, globally, our industry experts bring proven methodologies to get you up and running fast.

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