

Techmate from JaMocha Tech is designed to help your organization efficiently track, resolve and report on the issues that affect your business resulting in improved efficiencies, reduced costs and higher quality services. Techmate is a web based helpdesk with an ITIL based ticketing system and online customer support over the web.



Support

Benefits

- Go live in a day with pre-defined and yet flexible workflows. Quick and simple to deploy with flexible and user customizable configuration options.
- Multiple channels of support. Customers can log tickets through web, email and even IVR
- Create efficiency in your support process through automation with notifications of status updates, track ticket life-cycle in real-time, escalate tickets based on priority and service levels, track SLA's with alerts to ensure that customer commitments and service levels are adhered to.
- Ideal for IT Support and online Customer Support, 100% web based ticketing solution with built-in ITIL framework
- Enable both remote and at-home support staffing with ease of control and location based roles for support staff.
- Gain insight into your support activities with detailed reporting with case history, user interactions, agent workloads and activities and even asset data
- Streamline support process at an affordable cost

Features

- Flexible support ticket management with workflows to suit your business process
- Rule based Service Level Agreements which can be tracked in real time
- Basic Built-in reporting to analyze ticket volume by status, priority, service, category and more and track agent performance.
- Email integration supported for user notifications on state changes and ticket work-flow actions
- Provision to configure assets in the system with basic attributes such as reference details, serial number, etc.
- Support for multiple attachments to tickets and assets for easy reference
- Easy to integrate with any web based application / portal or third party applications like monitoring systems
- Support for integration with IVR for voice based ticket logging
- Support for multi-tenancy, enables high scalability and service provider environments

Ticket Login

The screenshot shows a 'Ticket Login' form with the following sections:

- Responder Details:** Name (Pruthi K), Location (Jafocha Tech HQ), Department (Sales & Marketing), End User.
- Service Request:** Request Type (Request new feature), Criticality (Its an emergency), Service Catalogue (Product Support), Category (EcoBuddy Desktop), Subcategory (Technical Support), Brief Summary.
- Additional Questions:** A text area for additional information.
- Attachments:** A file upload field.

Ticket Summary List

Ticket #	Service Catalogue	Category	Subcategory	Requested By	Logged At	Request Type	Status	Owner
34	Product Support	Pronance	Technical Support	Rajesh Sharma	14-Dec-2010 09:44:01	Request assistance	CLOSED	Nahni R.
33	Product Support	IS Helpdesk	Technical Support	Kishore PR	10-Dec-2010 16:10:16	Reporting a bug	ON HOLD	Venu G
30	Product Support	Pronance	Technical Support	Kishore PR	10-Dec-2010 15:01:44	Reporting a bug	ON HOLD	Venu G
29	Product Support	IS Helpdesk	Technical Support	Kishore PR	10-Dec-2010 10:06:15	Reporting a bug	CLOSED	Venu G
28	Product Support	Pronance	Technical Support	Kishore PR	09-Dec-2010 22:39:37	Reporting a bug	CLOSED	Nahni R.
27	Product Support	IS Helpdesk	Technical Support	Kishore PR	09-Dec-2010 22:37:47	Request new feature	CLOSED	Venu G
26	Product Support	EcoBuddy Desktop	Technical Support	Kishore PR	09-Dec-2010 22:33:01	Request new feature	IN PROGRESS	Sethah Rao
25	Product Support	EcoBuddy Desktop	Technical Support	Kishore PR	09-Dec-2010 21:48:13	Request new feature	IN PROGRESS	Sethah Rao
24	Product Support	EcoBuddy Desktop	Technical Support	Kishore PR	09-Dec-2010 21:12:11	Reporting a bug	CLOSED	Sumeet S
23	Pilot Implementation	EcoBuddy PoE	Technical Support	Pruthi K	09-Dec-2010 16:26:24	Reporting a bug	IN PROGRESS	Venu G
22	Product Support	IS Helpdesk	Technical Support	Kishore PR	09-Dec-2010 13:58:23	Reporting a bug	CLOSED	Praveen B
21	Product Support	IS Helpdesk	Technical Support	Kishore PR	09-Dec-2010 13:47:21	Reporting a bug	IN PROGRESS	Venu G
20	Product Support	IS Helpdesk	Technical Support	Kishore PR	09-Dec-2010 13:44:04	Request new feature	CLOSED	Venu G
19	Product Support	EcoBuddy Desktop	Technical Support	Kishore PR	09-Dec-2010 13:37:38	Reporting a bug	ON HOLD	Sethah Rao
18	Product Support	EcoBuddy Desktop	Technical Support	Pruthi K	09-Dec-2010 11:00:38	Reporting a bug	ON HOLD	Sethah Rao
17	Pilot Implementation	EcoBuddy PoE	Technical Support	Pruthi K	08-Dec-2010 19:09:44	Request assistance	IN PROGRESS	Kishore PR
16	Pilot Implementation	EcoBuddy PoE	Technical Support	Pruthi K	08-Dec-2010 19:08:36	Request assistance	RESOLVED	Kishore PR
15	Pilot Implementation	EcoBuddy PoE	Technical Support	Pruthi K	08-Dec-2010 19:07:18	Request assistance	ABANDONED	Kishore PR
14	Pilot Implementation	EcoBuddy PoE	Technical Support	Pruthi K	08-Dec-2010 19:02:44	Request assistance	ABANDONED	Kishore PR
13	Product Support	Pronance	Technical Support	Rajesh Sharma	08-Dec-2010 10:02:35	Reporting a bug	CLOSED	Nahni R.

Ticket Analytics

The screenshot shows a 'Ticket Analytics' report with the following sections:

- Tickets by Status:** A table showing counts for statuses like CLOSED, IN PROGRESS, ON HOLD, and RESOLVED.
- Tickets by Service Catalogue:** A table showing counts for categories like Pilot Implementation and Product Support.
- Tickets by Response & Resolution Time:** A table showing counts for different response and resolution time ranges.
- Tickets by Age:** A table showing counts for different age ranges of tickets.
- Tickets by Request Type:** A table showing counts for different request types like Reporting a bug and Request new feature.
- Tickets by Criticality:** A table showing counts for different criticality levels.
- Tickets by Subcategory:** A table showing counts for different subcategories.

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