



# COMPLETE TICKETING SYSTEM BY NEON

## GET IN TOUCH

We'd love to hear from you



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## Private Notes For Internal Communication



**Ticket Subscriptions**



**Ticket Priorities**



**Import Email Replies**



**Ticketing Dashboard**



**Bulk Actions**



**Tickets From Different Sources**



## SLA/Escalations

Define SLA rules for each department, escalate support tickets to higher levels if not responded on time.



## Ticket Subscriptions

Allow staff members to subscribe to ticket email notifications on each thread they work on. Staff members will receive notifications about important support tickets events.



## Import Email Replies

You and your staff members can reply to support ticket virtually from anywhere, just reply to email notification to have reply added to ticketing system.



## Ticket History

All actions taken on ticket are logged - responses, status changes and more - your management can supervise ticket history at any given point.



## Canned Responses

Customers hate late replies you can avoid that by using "Canned Messages". Create pre-formatted replies to ensure your quick and consistent responses.



## Create Groups/Departments

Create as many groups/departments as needed, assign agents to multiple groups/departments. Configured as accessible through email and/or web-ui only.



## Ticketing Dashboard

The dashboard in-depth report shows you an overview of all the important metrics. It also shows you the breakdown of each metric based on various ticket properties.



## Customer Portal

Give your customers a portal where they can create tickets, view their tickets statuses with respect to settings in their portal.



## Ticket Priorities

Setup support ticket priorities, you can choose whether to give customer option to escalate ticket, or leave this option for staff/automation only.



## Custom Ticket Statuses

Define ticket statuses that works for your industry, change statuses as and when needed.



## Ticket Import Information

Learn which customer sent email, what submission method he used, edit ticket CC list.



## Pre/Post Ticket Filters

Check your support ticket elements to let them pass through via pre-import and change ticket priority, status, apply predefined response & more.



## Customized Email Notifications

Compaines can setup various notification emails. Customize your notification emails accroding to your needs. You can switch on and off these emails from your portal.



## Private Note For Internal Comm

Use private notes for internal team communication to include/mention any other team member.



## Tickets From Different Sources

Allowing you to create tickets from more than one place either user can send email to generate a ticket or agent can create from backend.



## Other Features

Customized Business Hours, Bulk Actions, Well Defined Replies, Keyboard Shortcuts, Universal Inbox, Email Templates and many more.



# FOR DEMO

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