# ADDRESS STAKEHOLDER TICKETS

## TCS iON Help Desk

**TCS iON Help Desk** is a cloud-based solution which simplifies customer support activities by providing a central point to end users to get assistance on various issues. The users can log in and raise tickets for technical/non-technical issues. The solution will then prioritize, categorize and assign tickets to the appropriate help desk agent automatically, making the overall issue resolution process convenient and delivering exceptional services.

## Features

- Design custom workflow for managing your tickets
- Access control
- Action through emails and SMS
- Emails and SMS notifications
- Reports and analytics
- Auto escalate issues up to 2 levels
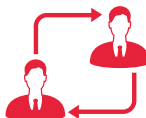- Agent and group management

## Benefits

**Effortless ticket creation**

**Faster resolution of queries**

**Process streamline**

**Improved customer relationships**

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