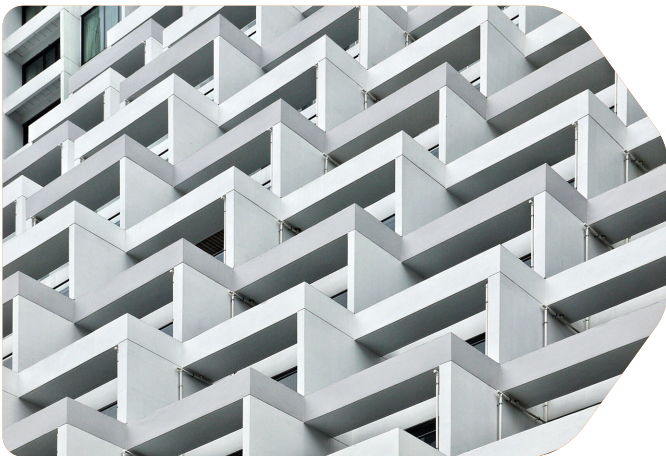# Flexible Internal Help Desk

Close tickets faster, minimize interruptions, and deliver exceptional service with Agiloft's flexible Help Desk solution.

> "I am generally very guarded in my vendor evaluations. In the case of Agiloft I give resounding kudos and a firm endorsement."
>
> – Bob Kaplan
> Shorenstein Realty Services

Manage IT Service Your Way

An efficient help desk increases employee productivity and satisfaction by providing all necessary tools and services in one cohesive system. Whether your help desk is used to report problems or request additional services, you need a system that easily adapts to the changing needs of your employees and business.

Benefits

- **Close tickets faster** with configurable ticket assignment, escalation rules, notifications, and dynamic dashboards.

- **Improve consistency and control** with workflow automation that guides technicians through the correct processes.

- **Reduce response times and improve satisfaction** with SLA management and escalation rules that alert you of blockages and automatically escalate issues when necessary.

- **Reduce costs** by allowing users to help themselves 24/7 with the built-in end-user portal.

- **Gain insight** with charts and reports that show turnaround times, staff productivity, overdue issues, and bottlenecks. Measure the progress of your organization toward meeting its goals and SLAs.

- **Work efficiently** with Quick Edit capabilities that allow you to make record changes on the fly.

Agiloft Has Everything You Need

- **Self-service portal** provides 24/7 ticket submission, reduces staff time handling emails and calls, and empowers customers to resolve issues.

- **Automated assignments,** based on any criteria, reduces management overhead and routes requests directly to the right team or person.

- **Escalation rules** track SLAs and notify managers when they are needed to resolve urgent or overdue issues.

- **Email and SMS integration** provide active notifications at any time, to all your devices.

- **Integrated live chat** is available for real-time communication with help desk staff.

- **Standard solutions** can be inserted into new tickets with one click.

- **Remote support capabilities** with Rescue by LogMeIn and Bomgar integrations provide secure, fast support options.

- **Personalized home pages and dashboards** allow support staff to see all their assigned items, custom views, reports, and searches in one place.

- **Single sign-on capabilities**, provided by LDAP/Active directory, SAML, or Google OAuth, simplify access.

- **Full auditability** is provided by historical snapshots that display configurable audit logs and the entire record at any point in time.

Many products claim to be flexible and quick to customize, but Agiloft will actually prove it to you with a free, custom demonstration.

For More Information

Contact Agiloft today at 1-888-727-2209, Ext. 1 or visit our product information page to learn more about Internal Help Desk Solution.

About Agiloft

As the global leader in agile contract lifecycle management (CLM) software, Agiloft is trusted to provide significant savings in purchasing, enable more efficient legal operations, and accelerate sales cycles, all while drastically lowering compliance risk. Agiloft's adaptable no-code platform ensures rapid deployment and a fully extensible system. Using contracts as the core system of commercial record, Agiloft's CLM software leverages AI to improve contract management for legal departments, procurement, and sales operations. Visit www.agiloft.com for more.