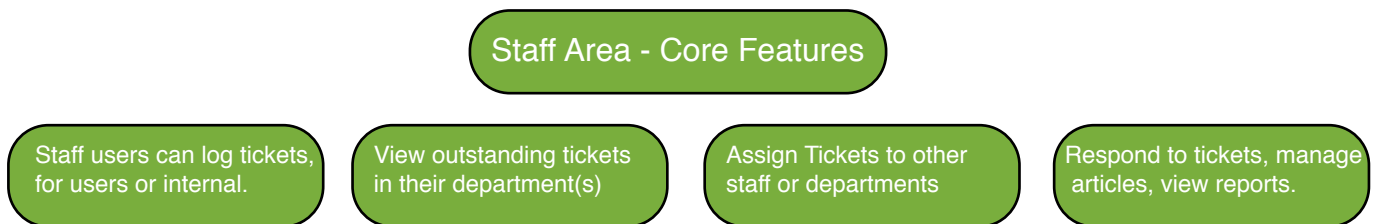


## **PerIDesk Staff-User Overview and Feature List**

This document relates only to the staff-user section of PerIDesk, please refer to the other PDF files available for the other overviews.

### Purpose Of Staff Area:

The staff area is where your employees will login to manage incoming tickets and deal with the every day operation relating to customer communications. Staff users are those who respond to tickets, manage the ticket evolution and progression.



PerIDesk allows you to retain full control over your communications with clients or users, and allows users to log tickets with no inconvenience, using either of the methods outlined above.

### Features At a Glance

- Staff can create tickets in the system by using the staff logging form, this is especially useful for companies who operate a call center and require a central logging system. Staff can log tickets assigning them directly to the correct department or staff member. A ticket ID is instantly generated and can be passed to the user when required.
- Full ticket queue overview. Staff can view tickets grouped by urgency and age or execute additional display features such as viewing tickets only assigned to them (personal queue), viewing over due tickets, viewing past resolved tickets.
- Assign Internal Feature allows staff to transfer a call to a different staff member, or department.
- Ticket Management, Staff can review the complete history of a ticket assigned to them or their department. Additional functions available include: updating the status of a ticket, setting a due date for completion/resolution, auto-close a ticket if the user does not respond in 'x' day(s), time logging for tracking time spent on individual tickets, ability to add files to responses, and the use pre-defined response templates to speed up answering common questions.
- Private Actions. Staff can assign tickets to Internal Departments, set a Sub-Status (completely configurable) and add private responses not sent or displayed to the end-user.
- Reporting can be enabled on a per staff user basis, those with access can view the statistics of incoming tickets and the progression of tickets.
- Contacts Database allows staff to maintain a personal contacts database.