ARCHARINA

ArcTicket | Ticketing system for efficient customer support

Automated Ticket Management

Spare no time in resolving customer issues by leveraging ArcTicket's automated ticket routing system. A workflow-based process flow to automatically route tickets to the appropriate agent the very moment it gets created on the system. Declutter your ticketing system for improved efficiency.

Collaboration & Team work

It gets complicated when it requires multiple stakeholders to resolve an issue in the ticket. That's where ArcTicket's groups come in handy. You can automatically assign specific ticket types, tickets with particular keywords, or conversations to a group. The idea is to let everyone in the group be aware of the ticket and do their part. Time saved on reiterating the customer issue to every agent!

SLA Management

Set benchmarks on ticket resolution time, thus making the agents clear on the deadlines to resolve a customer issue. Define the severity level of tickets and assign response time. Get notified whenever there is a breach of SLA by agents.

Tickets Dashboard

Get a 360-degree view of tickets. Check the activity on every ticket, add resolution for completed tickets, unassigned tickets, and change its priority if needed.
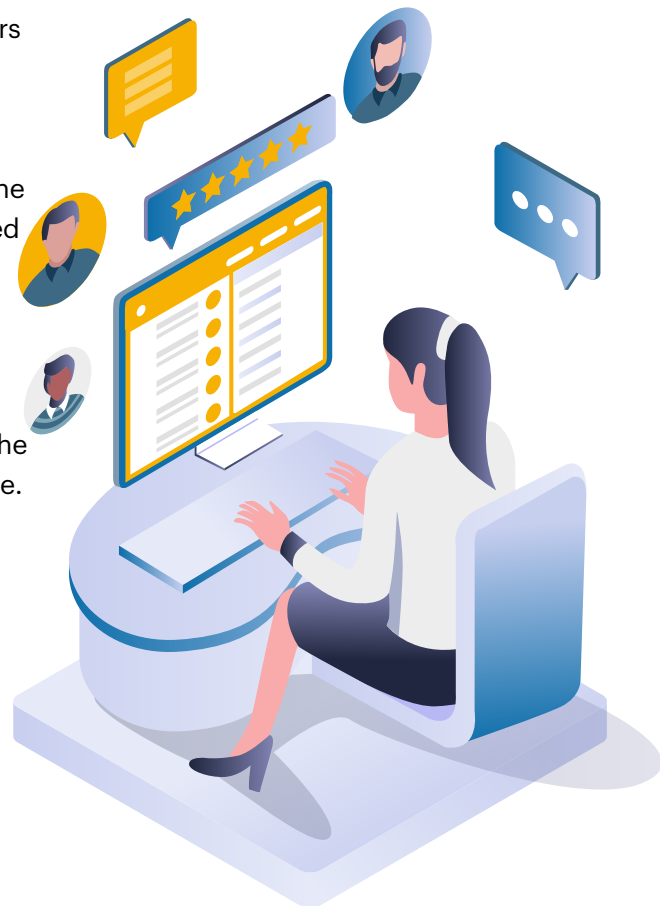
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