



HelpNET

Simple, powerful, and efficient
Customer Support System

eSYNTAX
www.esyntax.com.mx

Customer Support System created and powered by **eSYNTAX** that allows your company to provide, through the Internet, support to your clients for products/services acquired in an organized, documented and therefore efficient manner. ***All for a monthly rent for unlimited users and without mandatory term!***

Take advantage of a tour, **free of charge**, to experience the interface on our server

Characteristics

- Adjusts to any computer and mobile device.
- Interface in Spanish and English or one language.
- Customization of the interface with your company's logo and corporate colors.
- It is hosted on the server of your company's website.
- Independent control panels for your company and clients.
- Configuration of accounts, products/services, and related issues to provide support.
- Open and close support Tickets and send files.
- Browse Ticket history by status: Open or Resolved.
- Ticket Filtering Open or Resolved by priority, product/service and subject.
- Several users can interact with the same Ticket.
- Each time a Ticket is open or answered, the interface indicates it with a sound and visual flicker and sends an email to those involved for their knowledge.
- Ticket reports for monitoring your support executives and the service.

Benefits

For Your Clients

- Centralized interface and accessible from anywhere in the world.
- A single private communication channel for solving problems.
- Simplicity so that your clients' users can request support in an organized and classified manner, have access to the Open or Resolved Tickets history and interact with them together.
- Registration and documentation of each request and files sent/received. This converts support requests into a knowledge-base that helps users to use requests under the Resolved status as a reference to see how problems were resolved in the past.

For Your Company

- Offer significant added value to your clients, which strengthens their trust and loyalty.
- Provide simple, organized, efficient, and quality customer support.
- Simplicity so that the executives of your company provide support in an organized and classified manner, have access to the Open or Resolved Tickets history and interact with them together.
- Several executives of your company can interact with the same Ticket until solving it.
- Registration and documentation of each request and files sent/received. This converts support requests into a knowledge-base that helps your company executives to use requests under the Resolved status as a reference to see how problems were resolved in the past.
- When **eSYNTAX** develops updates and/or additional functionalities, they integrate with your server. *No additional charge to your monthly rent!*
- Permanent training to your support staff in the interface. *Without extra cost!*

We Create Businesses for Internet

Email: info@esyntax.com.mx
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YOUR CLIENTS' CONTROL PANEL

SUPPORT BOARD

SUPPORT - OPEN TICKETS

Total Open Tickets: 8

Ticket ID	Company / Subject / Last Activity	Priority
170801-1	Company Name 3, S.A. de C.V. Fire Detection » Software Installation 2017-08-14 17:34 hrs	Medium
170728-1	Company Name 1, S.A. de C.V. CommServer » Functions 2017-07-28 14:12 hrs	Urgent
170725-1	Company Name 3, S.A. de C.V. Voice Over IP » Functions 2017-07-25 18:25 hrs	Urgent
170720-3	Company Name 1, S.A. de C.V. Access Control » Hardware Installation 2017-07-25 14:15 hrs	Low

MESSAGE EXCHANGE

SUPPORT REQUEST

[GO BACK](#)

Ticket ID: **170721-3**
 Subject: **CommServer » Telephone Equipment**

PRIORITY: MEDIUM
STATUS: OPEN

Answer Ticket **170721-3**

Name Surname
 Company Name 3, S.A. de C.V.
 2017-07-22 15:01 hrs



Curabitur luctus libero velit, vitae venenatis massa bibendum tristique. Cras facilisis posuere sapien. Pellentesque porta leo at velit venenatis pulvinar. Aliquam a augue molestie, rhoncus nulla vel, hendrerit sem.

Aliquam eu ultrices lacus. Vivamus condimentum risus ante, ac scelerisque quam consequat eu. Aliquam magna ipsum, viverra non ipsum eu, auctor volutpat justo. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae

Name of the Support Agent
 Customer Support
 2017-07-21 19:47 hrs



Maecenas varius, mauris nec pulvinar facilisis, sem lectus accumsan neque, a lobortis erat diam et magna. Morbi tincidunt rutrum enim in dapibus. Quisque et dui non elit tristique maximus vulputate efficitur dolor. Phasellus vestibulum maximus rutrum.

Vivamus maximus ullamcorper molestie. Suspendisse mattis felis ut accumsan scelerisque. Pellentesque sagittis nunc nec magna lincidunt, consequat commodo nulla vestibulum. Quisque ultrices magna vel elit malesuada consectetur.

Name Surname
 Company Name 3, S.A. de C.V.
 2017-07-21 19:20 hrs

Donec quis imperdiet felis, pharetra laculis nunc. Aenean erat ante vitae augue dapibus ornare ac vel enim. Aliquam erat volutpat. Praesent commodo arcu nec faucibus imperdiet.