HOW AN AUTOMATED TICKETING SYSTEM SAVES TIME & MONEY

ABOUT TICKETING MANAGEMENT

The ticketing process is part and parcel of the service desk in IT industry. If there are any obstacles in service or fails to deliver the promised performance, it is important to restore or get back the service to normal condition as rapidly as possible. ITIL defined a ticket as an unplanned interruption or quality reduction of an IT service. The Service Level Agreement (SLA) are agreed upon service between the provider and customer. For example, a ticket generates when a user's computer breaks when the VPN won't connect or the printer jams. Why because these are unplanned events must required help from the service provider to restore normal function. There are number of Incident Management tools exist for managing tickets and automating repetitive workflows in organizations for their IT infrastructure.

HOW USEFUL TICKETING MANAGEMENT SYSTEM

THE FOLLOWING IS IMPORTANT FACTORS TO CONSIDER THE TICKETING MANAGEMENT SYSTEM.

- It is useful to increase efficiency and productivity in the Organization.
- Provide utmost end user satisfaction.
- User can get continuous service.
- Get an alert based on priority.
- Companies get incident management metrics.
- Possibility to investigate into incident.
- The escalation of issue process accurate, systematic, and saves time.
- It reduces the workforce for escalating the issues.

MIRAT TICKETING SYSTEM

THE NOVEL MIRAT TICKETING MANAGEMENT OR INCIDENT MANAGEMENT SYSTEM IS USEFUL IN SEVERAL WAYS AS FOLLOWS.

- Reduce the impact of unplanned costs and labor from business and IT support.
- Reduce downtime of the business by early detection and resolving the tickets.
- You can recognize the potential areas for improvement in your business or organization.
- Map the related incident and create a Major incident.
- You can easily create manual tickets.
- Your team can use MIRAT with minimum or no technical knowledge.
- Incidents can resolve automatically through Self-Healing process.
- Create Service Level Agreements (SLA) for auto-generated tickets.