



Revolutionizing Help Desk

Pro-Ticket is transforming customer support and help desk management. It empowers businesses to streamline processes, boost productivity, and elevate the customer experience



Streamlined Ticket Management and Routing

1

Centralized Ticket Creation

Pro-Ticket consolidates customer queries from multiple channels into a single interface. This centralization gives support teams a comprehensive view, reducing overlooked or duplicate tickets

2

Intelligent Routing

Our automated routing analyzes tickets and assigns them to the most qualified team member, minimizing response times

3

Customizable Workflows

Fully customizable workflows adapt to your processes, boosting team efficiency

4

Resolution and Feedback

Automated feedback surveys identify support areas for improvement



Empowering Teams with Advanced Features

Collaboration Tools

Pro-Ticket fosters teamwork with built-in collaboration features. Support agents can easily share information, discuss complex issues, and work together to find solutions—all within the ticketing system. This seamless collaboration leads to faster resolution times and more comprehensive support for your customers

Real-Time Analytics

Make data-driven decisions with Pro-Ticket's powerful analytics and reporting tools. Track key performance indicators (KPIs) such as average response time, resolution rate, and customer satisfaction scores. Customizable dashboards provide at-a-glance insights into team performance and help identify trends in customer inquiries

Mobile App Integration

Stay connected on-the-go with Pro-Ticket's mobile app for iOS and Android. Support teams can access and manage tickets from anywhere, receive real-time notifications, and update ticket statuses instantly. This mobility ensures that your team remains agile and responsive, even outside the office



Security, Compliance, and Customization

Robust Security Measures

Pro-Ticket prioritizes the protection of sensitive customer data with state-of-the-art security features. Our platform employs end-to-end encryption, multi-factor authentication, and regular security audits to safeguard your information and maintain the trust of your customers

Compliance Adherence

Stay compliant with industry standards and regulations. Pro-Ticket is designed to meet the requirements of GDPR, HIPAA, and other relevant compliance frameworks, ensuring that your help desk operations align with legal and industry-specific guidelines

Customizable Interface

Tailor Pro-Ticket to reflect your brand identity. Our platform offers extensive customization options, allowing you to adjust the user interface, create custom fields, and design personalized email templates that align with your company's visual style and communication tone

Scalable Solution

As your business grows, Pro-Ticket grows with you. Our scalable architecture ensures that the platform can handle increasing ticket volumes and expanding team sizes without compromising on performance or functionality



For More details

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