

BOSSDesk™

Enterprise Service Management

Turning ticket management into an exceptional customer experience!

Here's what our customers say...

■ ABOUT THE FUNCTIONALITY

"Best Help Desk software we've ever used. We've been able to customize and implement custom ticketing queues in several different areas of our organization, including Fleet Services, Building Maintenance, and Communications with more to come. A very positive experience."

~Kurt W., Systems Administrator

"Latest Version Soars! BOSSDesk is essential to helping our department work with customers and keep track of inventory and issues ... we can flip through tickets and searches with ease."

~Debbie K., Information Systems Administrator

■ ABOUT OUR SUPPORT

"Really fantastic product that makes ticket and asset management a breeze. Great support. Never have to wait for a response to a question."

~Ronald C., Infrastructure Manager

■ ABOUT THE INVESTMENT

"The BOSS solution suite is capable, flexible, adaptable, and easy to use, which has resulted in significant process improvements for our organization."

~Gary K., CTO

*Source of testimonials is Capterra.



OVERVIEW

With rapidly increasing service requests, is your company maximizing its investment in your service management solution? Are your customers and employees able to use the system easily... or do they get frustrated and give up?

BOSSDesk is an enterprise service management solution available on premise or in the cloud enabling your team to process service requests efficiently and expeditiously. The result? You provide an exceptional employee and customer experience.

WHY CHOOSE US

- ✓ Expandable to serve multiple departments
- ✓ Service delivery enables the ability to create relevant forms, workflows, and more
- ✓ US-based support team
- ✓ Intuitive user interface
- ✓ iOS and Android mobile apps



Get started today with our **Fast Launch** program!

BOSS

 bossdesk.com

 678.684.1217

TRANSFORM THE WAY YOU MANAGE SERVICE REQUESTS ACROSS YOUR COMPANY

Streamline Ticket Management

- Operate efficiently using a **service catalog** and **pre-built templates**
- Use **advanced screening** to pre-process tickets as they are received
- Access via **Single Sign On (SSO)**
- Set up **user roles** and **permissions**
- Ensure user satisfaction by implementing **self-help tools**

Optimize and Automate Processes

- Set up **rules, triggers and routing** to automate workflows
- View real time data and search tickets using **advanced search reports**
- Automate onboarding, vacation requests, public service requests, device upgrades, repairs, facility management, operations management and much more
- **Integrate with external monitoring systems** to create and escalate tickets for fast resolution to issues

Improve Accountability & User Satisfaction

- Ensure nothing falls through the cracks with **SLAs & notifications**
- **Upload attachments** to support documentation
- Visualize your data using our **state-of-the-art customizable dashboard**
- Stay on top of your metrics with a **variety of analytical reports**

Enable On-The-Go Workflow

- Provide field technicians with the tools to effectively respond to service requests with **BOSSDesk mobile apps for iOS and Android**
- Improve asset management using **barcode and QR code scanning**
- **Create, update and track tickets** on-the-go enabling your team to improve efficiency and increase user satisfaction

“The best help desk software I have used in my 20+ years of help desk experience. The deployment capabilities and the reports help reduce my workload by at least 60%.”

~Van M., Systems Admin

“Awesome product and support team for automating and streamlining your service desk. Being a SaaS solution enables access to tickets and inventory from any location and from any device. We are able to update our field techs with ticket assignments or ticket updates while they are in the field, and the techs are able to update the service ticket from the field with the latest information.”

~Gary K., CTO

“In addition to being straightforward to use for both my staff and our users, the graphical interface is very intuitive and provides many features/functions to our organization. Probably most helpful is the ability to create and track service tickets all from emails. For those users who are a bit more savvy, the web interface is great and provides a more robust experience.”

~Claude C., Assistant IT Director



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