**Liberate Your Inbox**
If you have more than one person answering customer queries then you need a help desk solution. Customer emails can quickly accumulate and become overwhelming. With an email management solution, you can handle every conversation in one place and easily track customer queries from opening to resolution.

**Bring Order to Chaos**
LiveHelpNow Ticket System breaks down customer queries by category, allows you to prioritize them or assign them to other agents, and notifies your customers via email when their tickets are updated. Collaborate with other help desk agents by adding private notes to tickets & deliver quick, effective responses that will make a lasting impression.

**Scalable Solutions**
The Ticket System has a wide range of capabilities. It can be used for managing customer inquiries and tracking incoming issues & bugs. Tickets are also useful for task management. LiveHelpNow Tickets adapt to any business model, and easily integrate with any platform.

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**LiveHelpNow is the powerful, scalable web-based customer service suite that turns your static site into a powerful and dynamic resource for helping new and existing customers efficiently and effectively.**

Our ticket management system allows your business to be open and provide customer service 24/7/365. It will conquer your daily email communication. Organize, prioritize, analyze and archive customer inquiries for easy access at any time. Control and supervise the complete life cycle of every email & inquiry.

**LiveHelpNow Tickets adapt to any business model:**
- Manage Customer Support and Sales inquiries
- Track Bugs and Issues in real time
- Help Desk & Task Management software

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"We recently switched to LiveHelpNow for our email, chat and knowledge base service. We were immediately impressed by two things: One, how much out-of-the-box functionality they provide for such a reasonable price and two, how eager they are to help. The package is powerful, extensible, easy to use and customizable and the staff are smart, friendly and professional."

-- Joel Levin
Technical Support, Final Draft, Inc.
[www.finaldraft.com](http://www.finaldraft.com)

"Our business has been using LiveHelpNow for approximately 6 months now... We are so impressed with how simple it was to install within our website and the amount of information available. We were shocked when we started seeing results immediately... The analytics are also amazing. We highly recommend LiveHelpNow and their services."

-- Tammy Smith
All Pro West TRAILER SUPERSTORE!
[www.allprowest.com](http://www.allprowest.com)

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**Respond to customer inquiries with lightening speed. Eliminate email mess.**

Drill down using the Filter to search all of your tickets by field.

Use pre-written responses to answer frequently asked customer questions.

Tickets can be organized by date, status, priority, category, assignment, customer name, customer email and more...
Allow your business to be open 24/7/365.
LiveHelpNow lets prospects and customers reach you easily and allows your help desk agents to respond to them effortlessly using our streamlined email & ticket management interface.

Respond to inquiries with lightening speed.
Instead of dividing customer emails up between agents and letting them ‘slip through the cracks’ focus your total company effort on customer satisfaction.

Customers and prospects can send inquiries using either email or an online submission form. LiveHelpNow email integration takes incoming inquiries and makes them visible to all of your agents.

The Ticket System eliminates email mess.
Customer emails can quickly accumulate and become overwhelming. By funneling every customer inquiry into one place your help desk agents can collaborate & respond to customers in record time.

The Ticket System installs easily.
Paste our code onto your site to allow customers to create a new ticket or setup email-to-ticket integration to turn incoming customer emails into trackable tickets.

Review the full lifecycle of each ticket.
Customer inquiries start as open tickets and are assigned to an available help desk agent. Agents can work alone or work together to resolve tickets, with all actions logged in the system for administrative review.

Measure the effectiveness of your staff.
Leave private comments on tickets that are visible only to your agents. Generate performance reports to help you monitor the productivity of your help desk staff.

Tickets are archived for your analysis.
LiveHelpNow provides financial grade security & keeps two full years of ticket data on file for every client. Access past tickets easily or export them for your own records. View reports to track trends in ticket data.

Search all of your tickets and drill down.
Filter tickets by customer name, customer email, status, priority level, subject, category, and assignment or use keywords to narrow your search results.

EMAIL INTEGRATION
Our Ticket System integrates with any email client. The system monitors your emails and automatically creates a new ticket when a customer inquiry is received. Update existing tickets easily with LiveHelpNow’s straightforward Ticket System interface or add new comments by replying to ticket notifications via email.

GET SETUP IN MINUTES
A Help Desk Solution should be easy to install and easy to use. You can have ours setup and fully implemented in five minutes or less. Customers won’t do anything differently, and help desk agents will love its functional simplicity. From day one, customers will be able to track ticket updates online & receive email alerts when comments are added.

TRACKS PERFORMANCE
Within the LiveHelpNow Ticket System customer inquiries are tracked from beginning to end. Review each ticket’s history including the actions taken by your agents. Tickets are fully searchable; easily drill down to specific customer entries or sort tickets by category.
Ticket System Features & Benefits

ON-DEMAND REPORTS
LiveHelpNow includes reports and powerful analytics that measure the productivity of your agents, intelligently sort your tickets, and collect the contact information of your customers. Measure average time to ticket resolution for each agent and department. Sort tickets by category and track trends in customer data. You can even export contact lists to pass leads to your sales and marketing department.

BUSINESS AUTOMATION
The Ticket System improves communication with customers by automating email responses and sending out ticket status notifications when comments are added to working tickets. Assign new tickets to specific agents automatically & set up your own customizable triggers to effectively manage your company’s unique workflow.

THE SCALABLE SOLUTION
LiveHelpNow’s Ticket System can easily be used for issue tracking, bug tracking, and task management. Use it on any web platform to organize multiple business processes across your organization.

How do you measure the pulse of your company help desk?

The Ticket System generates detailed agent performance reports and account statistics daily. Monitoring your company’s help desk performance keeps your ear to the ground & prevents customer issues from rising to the surface.

Ticket System Reports
Help desk performance data is organized for your review in a variety of analytical reports.

Overall Performance
Measure the average time it takes your agents to reply to tickets and the average time to ticket resolution. These metrics are also broken down for company departments and individual help desk operators.

Detailed Daily Statistics
View a daily backlog of new, unanswered inquiries and check ticket status to assess which agents or departments are holding up the line.

The Ticket System improves communication with all of your end users.

Speed up replies to tickets by automating your responses whenever a ticket is created, new comments are added, or a ticket is resolved. The system delivers status notifications to operators and end users whenever a ticket is updated.

Assign tickets to operators automatically.

If you have multiple agents on your team then it’s likely that they specialize in different functional areas. LiveHelpNow allows you to route tickets to operators automatically based on ticket subject and content.

Set up your own customizable triggers.

Creating ticket triggers is a powerful way to automate the workflow of your help desk. For example, you can send out notifications to operators when a ticket has been left unresolved too long or manage escalations automatically.

Simplify complex issues.

The Ticket System is designed to resolve complex issues in a straightforward manner. Use tickets to track and resolve:

- Customer Inquiries
- Software Bugs
- Safety Issues
- To-Do Lists
Ticket System Features & Benefits

**TOTAL INTEGRATION**
LiveHelpNow features out of the box integration with Google Analytics & Adwords, Salesforce.com and Facebook. Any customer data that your website collects can be pushed to help desk operators using a Custom Information Feed. Our help desk solution can also be integrated with any CRM system. In fact, you can sync customer data in real time from any LiveHelpNow product to other web-based platforms using our public API.

**SECURE & ALWAYS ON**
LiveHelpNow uses financial grade 256 bit SSL encryption in its network infrastructure. We deliver over 99.9% uptime to our clients; they never have to worry about the maintenance costs of in-house systems or interruption of services.

**AVAILABLE PRODUCTS**
Email & Ticket Management
Live Chat System
Knowledge Management
Callback Request System

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**Track ticket inquiries with Google Analytics.**
When you integrate our help desk management suite with your Google Analytics account, you’ll be able to see when and where your website visitors have submitted inquiries along their path to purchase. A well placed “contact us” button is a clear call to action that can turn a passive web browser into an interested prospect.

**Find your customers and prospects on Facebook.**
Every time a ticket is submitted, the customer enters their contact email. LiveHelpNow automatically searches Facebook for a matching email address and gives you access to the customer’s public profile information.

**Send ticket inquiry data to your CRM system.**
Customer name, customer email, ticket subject, ticket creation date, and ticket priority are all examples of data generated by the ticket system which would make a valuable addition to entries in any CRM system. This data integrates easily with our flexible, public API.

**Grow a knowledge base with customer questions.**
Want to help customers help themselves? When repeat questions are submitted as ticket inquiries your agents can instantly create support articles in the LiveHelpNow Knowledge Management System. These articles are published on your website where customers can search for answers 24/7/365 without contacting any support personnel. Help desk agents can also link customers to support articles via ticket or reference them over the phone. Add Knowledge Management to LiveHelpNow Ticket System to spend less time on customer support as you continually improve customer satisfaction.

**Live Chat solves common phone support issues.**
Add Live Chat System to handle multiple customers at the same time and deflect customer support phone calls. Transferring a chat is easier on customers than a phone transfer because agents can quickly review a previous conversation. Tickets can even be created on the fly by agents who handle live chat and phone support.

LiveHelpNow’s easy-to-install, easy-to-use Live Chat System allows you to offer proactive or on-demand live chat to engage your customers, answer their questions and close the sale. We provide a large library of Live Chat buttons to choose from or you can create your own custom buttons.

Imagine all the questions from chat and ticket coming together in one location easily accessible both internally and externally. These questions can be published in the form of a searchable FAQ and can be fully customized and branded to match your existing website design. Eliminate repeat inquiries, increase brand awareness, improve customer satisfaction, and decrease support costs with the Knowledge Management System.

You wouldn’t leave your business telephone without an answering machine; now there’s no reason to leave visitors to your website without a way to leave a message for you. Our 24/7 Callback Request System allows your customers to notify you when they need to speak with a live operator. A missed phone call can very easily be a lost sale, ensure that you make contact with everyone who wants to make contact with you.