HELPDESK

-Gives you a complete overview of day-to-day operations

Helpdesk has been developed to provide an overview of all tasks and tasks that arise in the day-to-day operation of buildings. The module provides a unique overview of entries reported by users and technical operations.

Fast and efficient registration with EG MainManager

Regardless of whether you represent a private company or a public institution, EG MainManager allows you to simplify and optimize the registration process. Our Helpdesk system offers user-friendly registration from various sources, including:

• Online registration

• Sensors

• App

• Email

• Integration with other systems through EGMainManagerAPI

Advantages of using Helpdesk

EG MainManager helps to create transparency and efficiency in service delivery by enabling simple and centralized administration of all registrations.

Here are some of the main benefits of our Helpdesk system:

• **Transparency**: Creates clarity in the communication between users and service organization

• **Increased customer satisfaction**: Individual consumers receive continuous status updates on the progress and implementation of created cases

• **KPI Monitoring**: Visual Key Performance Indicators (KPIs) provide instant insight service development and trends

• **SLA analyses**: Enables analysis of compliance with Service Level Agreements (SLA)

• **Ease of use**: All users can register entries in one central location

• **Department management**: Distribute entries to specific departments or services suppliers responsible for relevant categories

• **Analyze data**: Analyze help desk data in dashboards and obtain valuable information develop a maintenance plan.

Let's go further

Use the OnTheGo app to keep track of all your tasks:

The app is one of MainManager's most popular app features because users can record listings directly on their phone. Users can use their smartphone or tablet to record tasks and review them via GPS location.

No more printed maps and lost overview. The app gives you access to information when you're on the go.

Use the app to:
• Collaboration across apps
• Use QR codes for reports
• External data access providers

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