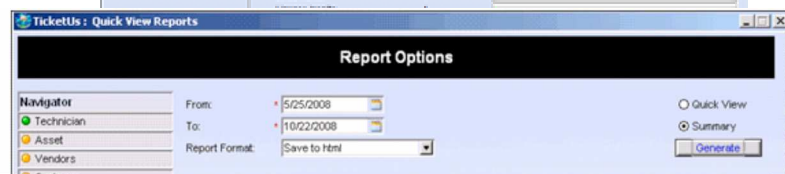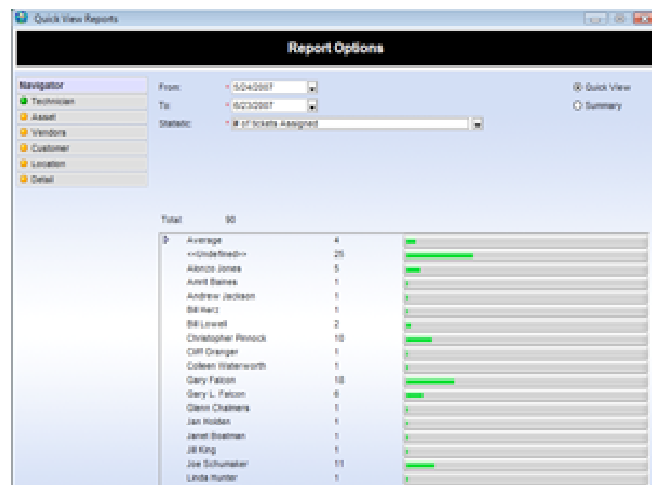Ticketus™ is an easy-to-use application for input, assignment and tracking of work order tickets. Tight integration with FirstClass makes Ticketus simple to deploy and manage, leveraging existing infrastructure and requiring no specialized software or training for staff.

Ticketus may be deployed in stand-alone mode for ticket tracking only, or combined with Inventoria, a comprehensive asset management solution for FirstClass. When combined with Inventoria, ticket history may be analyzed based on asset types, manufacturers, and models to examine reliability and total cost for purchases.

Benefits

- **Improve customer service** by reducing the incidence of lost or late tickets

- **Empower end-users** by allowing direct input of work orders and providing notifications and insight into pending ticket status.

- **Manage productivity** and evaluate technician, equipment, and vendor performance with extensive reporting capabilities.

- **Answer questions** with Ticketus such as:

  - Which technicians process the most tickets?

  - How long is an average ticket open? How does this time vary by technician?

  - How many person-hours are spent on an average ticket? How does this vary by technician, asset type and/or brand?

  - What is the average repair time for equipment sent to vendors?

  - Which customers require the most time?

  - Which locations generate the highest ticket volumes?

  - Which locations show the longest ticket close times?
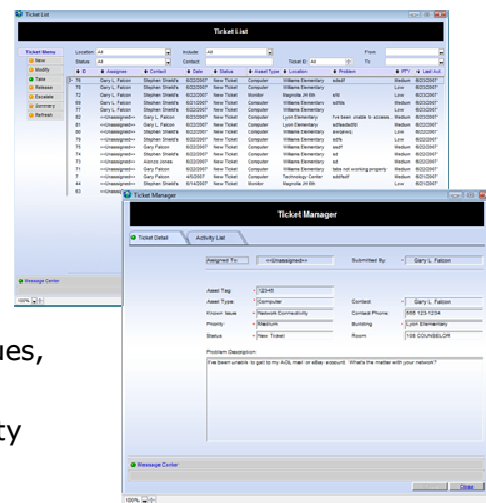
Ticketus
Work Order Tracking

For Staff

- Submit trouble tickets directly from FirstClass.

- Receive email notifications of status updates.

- View history of all tickets.

For Technicians

- Sort and filter open tickets by location, priority, equipment type, entry date, and more.

- Take, escalate, and release tickets.

- Update priority for tickets.

- Quickly enter activities using a combination of pre-defined and custom descriptions.

- Generate summaries for email or print, providing daily "call lists."

For IT Directors

- Organize tickets into level 1 and level 2 queues, handled by different technicians

- Track "Promise By" dates and escalate priority based on response times.

- Assign tickets to specific technicians.

- Generate Quick View reports for at-a-glance insight into repair trends.

- Generate detail reports for in-depth analysis, including exports for analysis using external spreadsheets or databases.

For More Information

To learn more about Ticketus or arrange an online demonstration, please contact Aptiris.

sales@aptiris.com
877.864.3534 x3
www.aptiris.com

Aptiris