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# HelpDesk

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**Description:** MagicWay HelpDesk comprises versatile systems that united provide you with numerous options. HelpDesk contains a ticket support system, a search system with a knowledge base, user system, and an administration center.

## Tickets

They represent the core of our whole application. Here customers can report and detail problems that they may be experiencing.

## Main Features

Reference numbers assigned

Automatic escalation

Customer history

Ticket monitoring: Customers and Support personnel are always able to see ticket status

A level of expertise can be set for individual technicians insuring that only qualified consultants answer certain questions

## Customer features:

Open a new ticket

Preview status of active and resolved tickets

Rate ticket solution

## Resource Specifications

<b>Version:</b>	3.1
<b>Platform(s):</b>	windows
<b>Date Added:</b>	Feb 9th, 2005
<b>Last Updated:</b>	Feb 12th, 2005
<b>Author:</b>	Magicway

**Average Visitor Rating:**  **3.43** (out of 5)

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