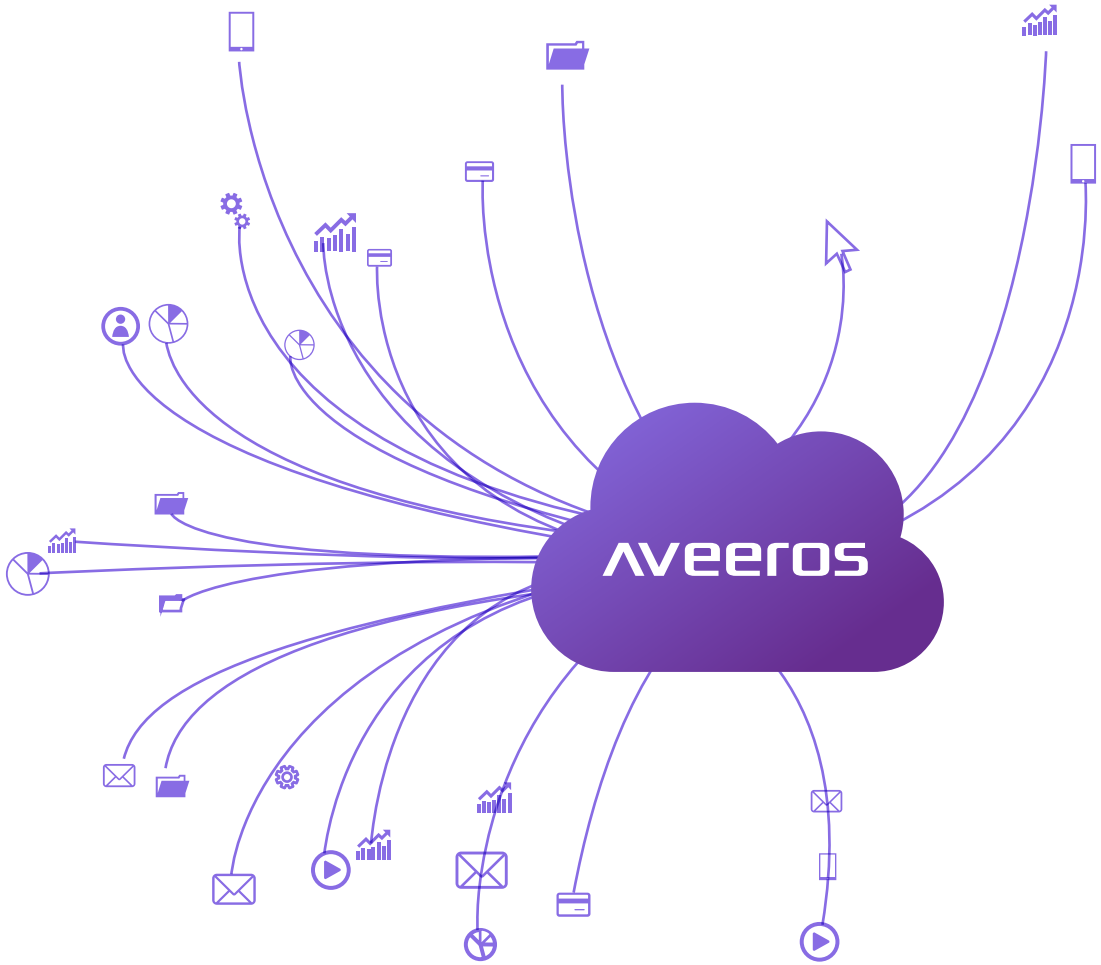
HELP DESK

AVEEROS Cloud Help Desk

A **Cloud-Based Support** & Ticketing System for Modern Enterprises



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Managing Support at Scale

As organizations grow, support needs to multiply. Emails, requests and queries can quickly overwhelm teams, making it difficult to track, prioritize and resolve issues efficiently.

AVEEROS Cloud Help Desk brings order to the chaos.

Our system helps organizations manage customer, vendor and internal support requests through clear workflows, defined responsibilities and real-time updates, enabling teams to resolve issues faster while giving the management full visibility and control.

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Turn Chaos into Clarity with a Simplified Dashboard

Gain instant insight into your support operations with an intuitive visual dashboard that provides management with a high-level view of support system's health and team's efficiency through:

- **Ticket Status Tracking:**

  Instantly view the distribution of tickets across states such as "**Work In Process,**" "**QA**," "**Resolved**" and "**Closed**".

- **Recurring Issue Identification:**

  Categorize requests by type—such as Data Correction, Technical Issues, or General Inquiries—to identify process bottlenecks.

- **Resolution Analytics:**

  Track performance via the "**Last 10 Tickets Resolution Time**" and "**Close Time**" charts to ensure **SLA** compliance and monitor team workloads.

- **Granular Filtering:**

  Use the Module, Organization and Date filters to generate specific insights for different departments or time periods.

- **Full System Visibility:**

  As promised for Super Admins, this view provides the "**See-All**" capability required for enterprise-scale governance.

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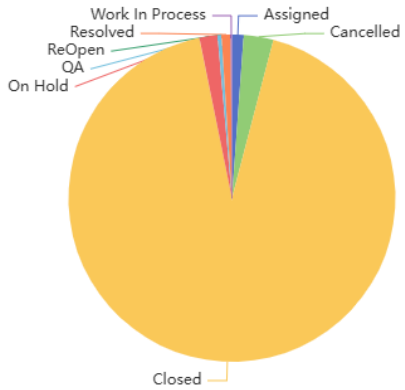
Sign Out

AVEEROS CLOUD ERP Support System
For management of any support tickets

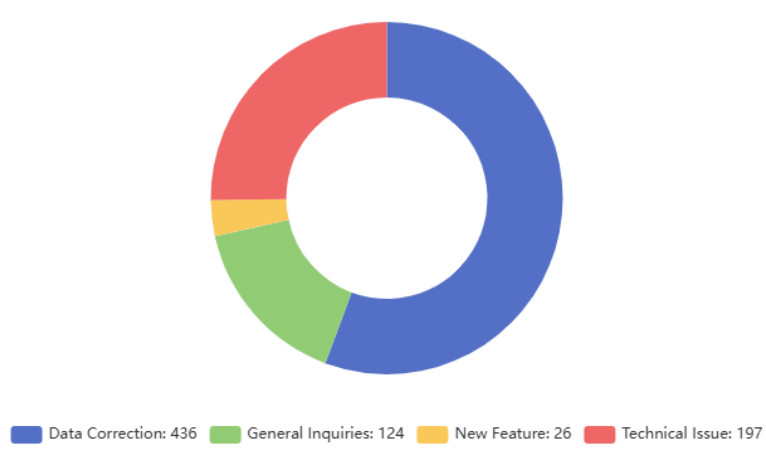
Welcome Mr. Ameer Hamza Nazeer

DASHBOARD

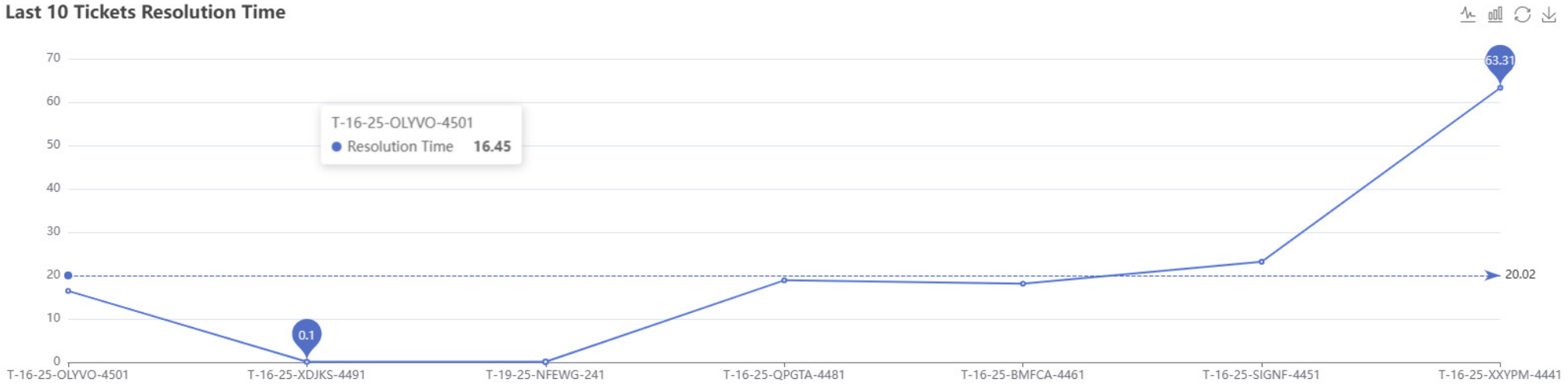
Tickets Status



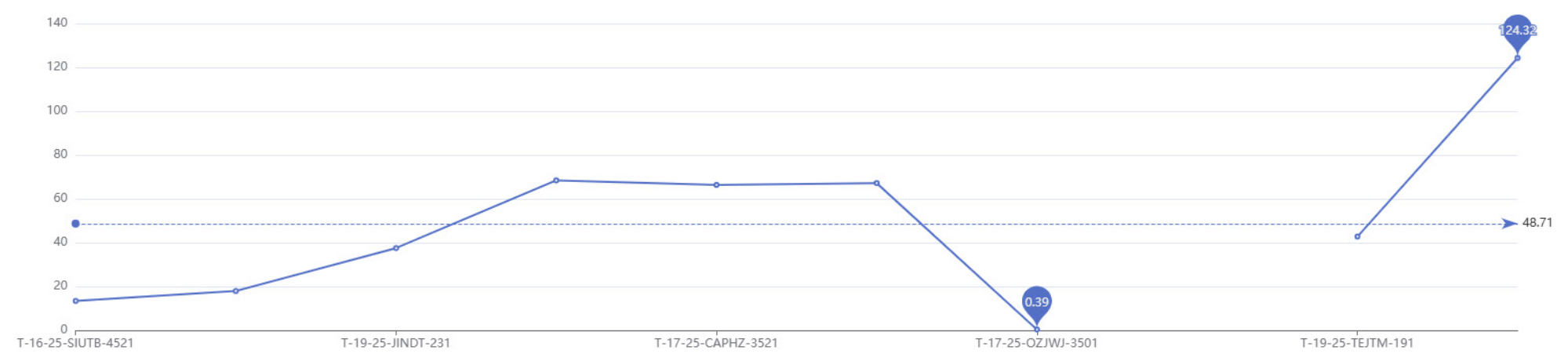
Tickets Type



Last 10 Tickets Resolution Time



Last 10 Tickets Close Time



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Accountability at Every Level with Unified Roles

AVEEROS Cloud Help Desk defines clear responsibilities to ensure no request is ever lost in transition.

- **Clients & Customers:**

  Submit tickets via a dedicated portal or email and track real-time progress through a personalized dashboard.

- **Admins:**

  Manage organizational modules, prioritize incoming tickets and monitor team workloads to ensure efficient resource allocation.

- **Tech Team:**

  Focus on resolving assigned issues, providing status updates and moving completed tasks to the validation stage.

- **Quality Assurance (QA):**

  Acts as a final gatekeeper to validate resolutions, ensuring service quality and compliance before a ticket is officially closed.

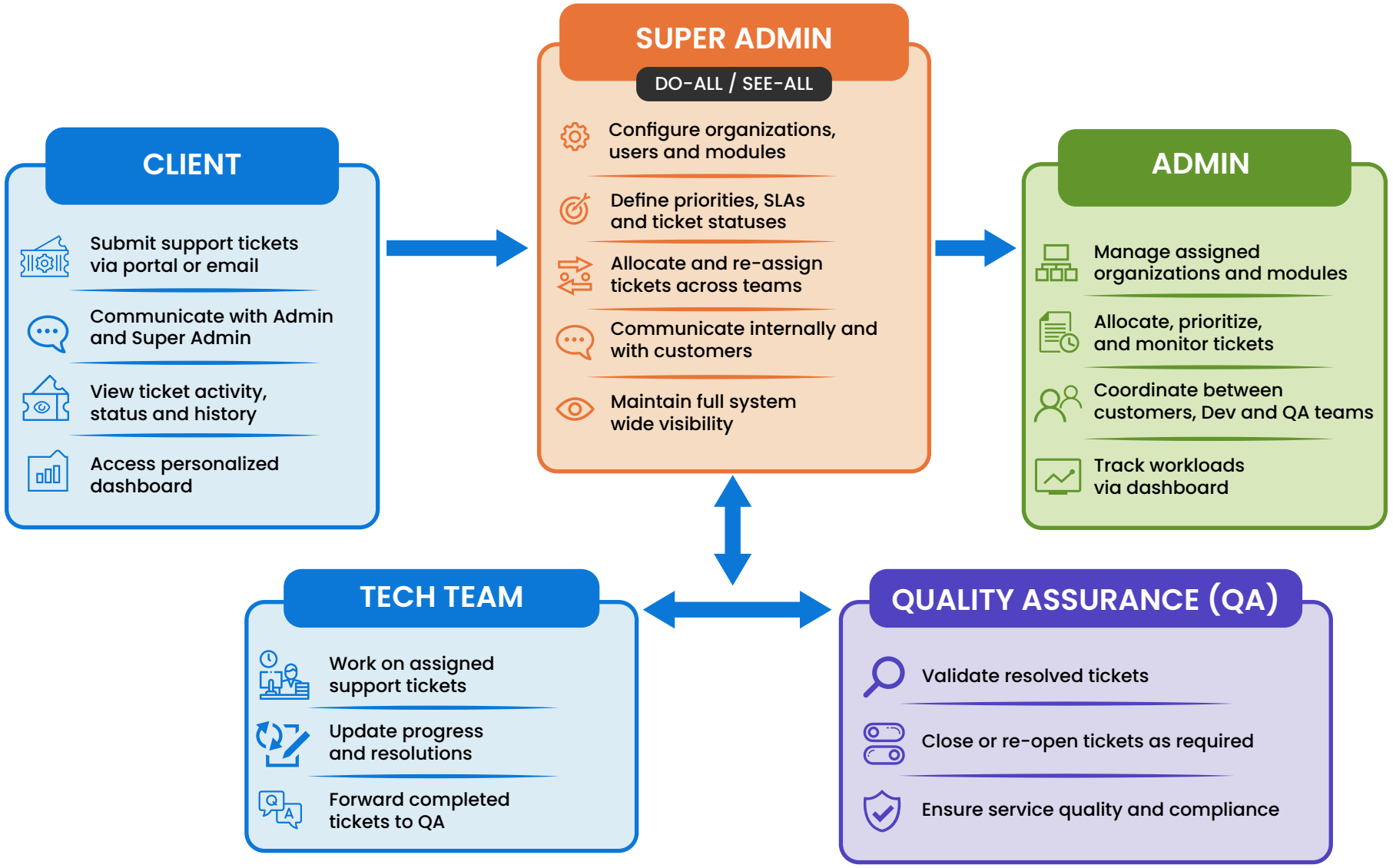
- **Super Admins**

  Maintain full system-wide visibility with the power to configure SLAs, define ticket statuses and manage cross-team escalations.

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Key Roles in the Cloud Help Desk



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End-to-End Support Workflow

How a Ticket Moves Through the Cloud Help Desk

Our end-to-end workflow creates a closed-loop support system where every action is logged, auditable and visible in real time.



- **Submission:**

  A customer initiates a request via the help desk portal or email.

- **Assignment**:

  Admins or Super Admins review the request, set the priority level and assign it to the appropriate technical lead.

- **Resolution:**

  The Tech Team works on the issue, providing real-time progress updates within the system.

- **Validation:**

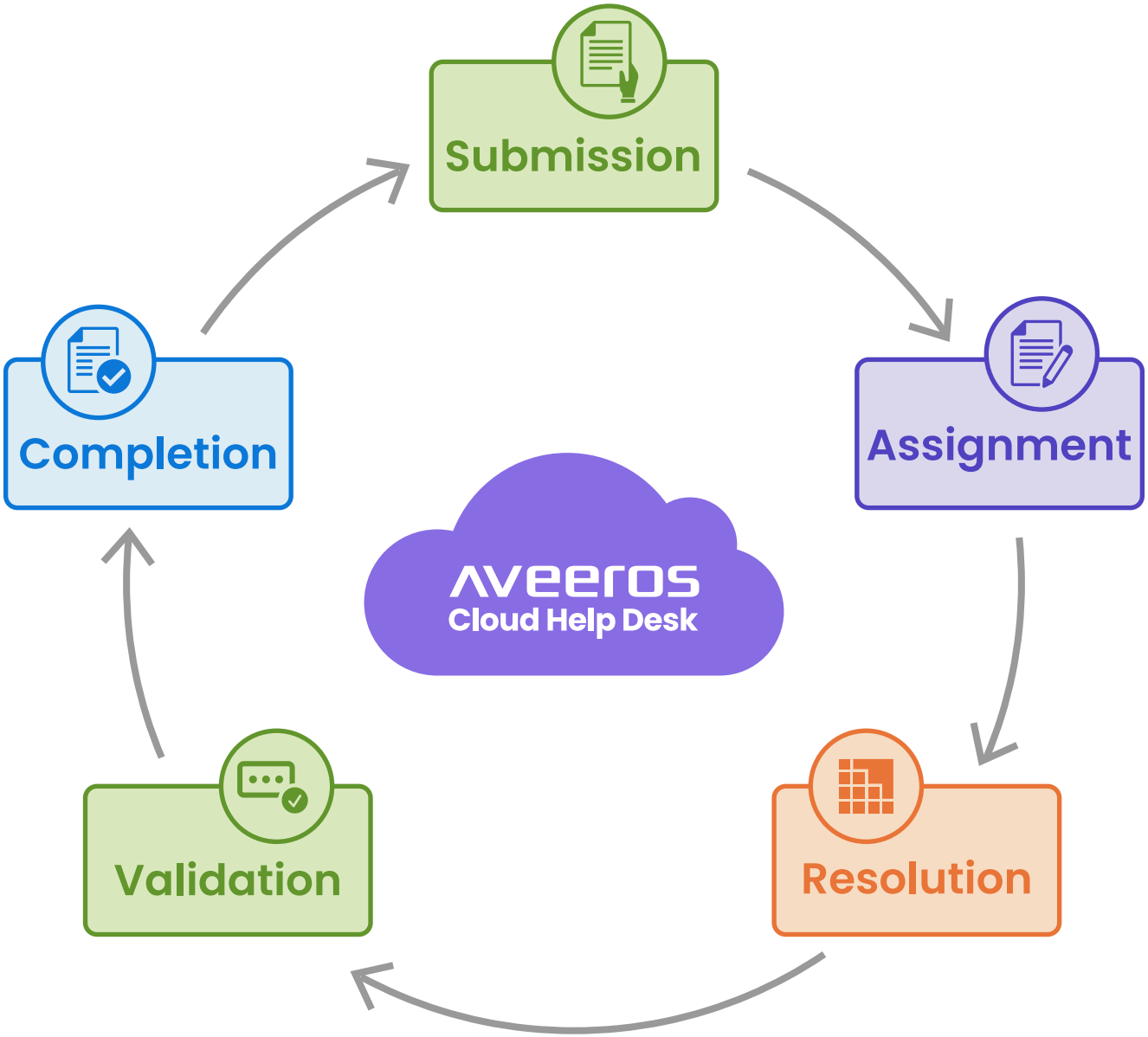
  The QA team inspects the solution to ensure it meets quality standards, choosing to either close the ticket or reopen it for further work.

- **Completion:**

  Once validated, the Admin closes the ticket and the customer receives an automated notification and a summary of the resolution.

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EVERY STEP IS LOGGED, AUDITABLE AND VISIBLE IN REAL TIME.

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Scalable Cloud Architecture & AVEEROS Ecosystem



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Start Standalone. Scale Seamlessly.

The scalable architecture highlights the flexibility of AVEEROS Cloud Help Desk:

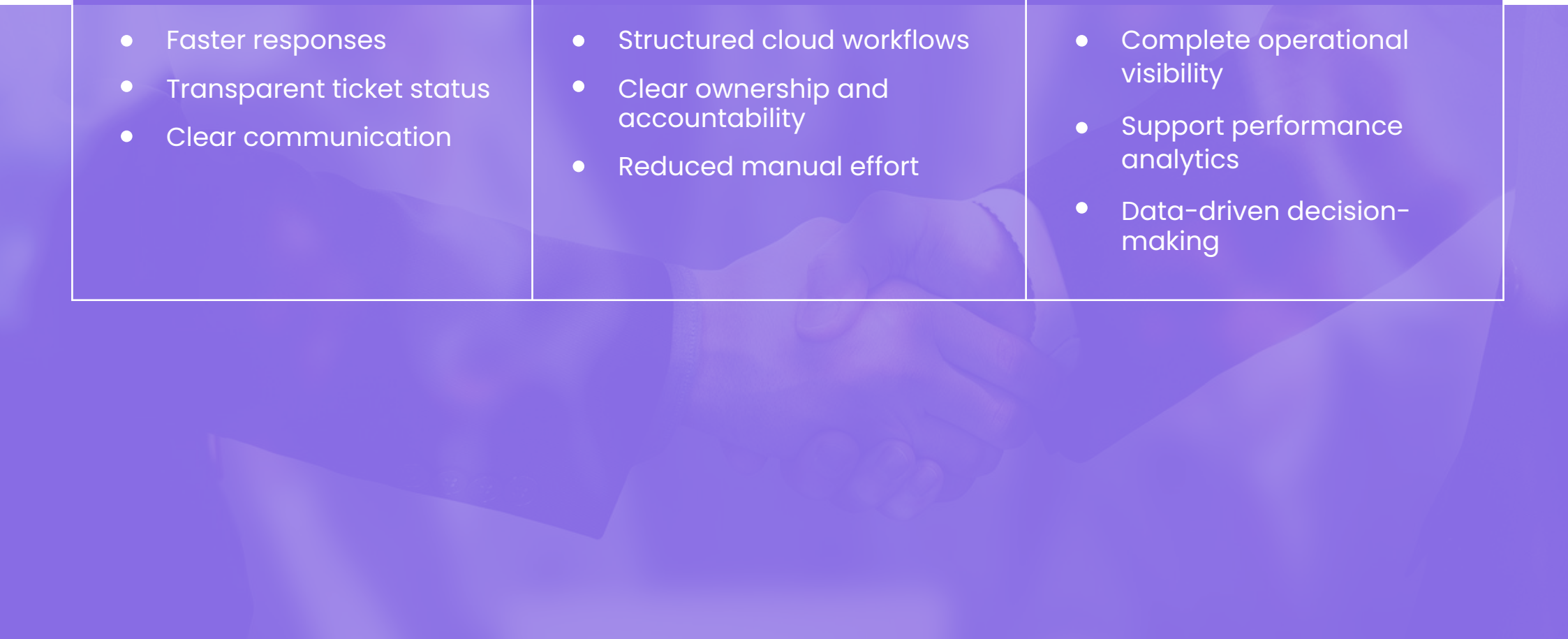
- A standalone cloud help desk solution that can also be integrated with any third-party application.
- Integrates seamlessly with the AVEEROS ERP ecosystem
- Centralized, secure cloud data repository
- Scalable architecture supporting growth
- Rapid deployment with minimal setup effort

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Designed for Every Stakeholder

Customers	Support Teams	Management
• Faster responses • Transparent ticket status • Clear communication	• Structured cloud workflows • Clear ownership and accountability • Reduced manual effort	• Complete operational visibility • Support performance analytics • Data-driven decision-making



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Ready to Transform Your Support Operations?

Bring structure and performance to your enterprise with AVEEROS.

CONTACT US FOR A DEMO

WWW.AVEEROS.COM