



*Help
Has
Arrived.*

Web Help Desk™

Email-To-Ticket Conversion

*Maximize the Power of the Web Help Desk Software with
Automatic Conversion of Email Requests to Service Tickets*



www.WebHelpDesk.com

Powerful Software for Service Management



Web Help Desk™

Features and Benefits At-a-Glance

- ▶ Auto conversion of a service request email into a trouble ticket
- ▶ E-mail file attachments included in email to ticket conversion
- ▶ Utilize multiple inbound email address for auto ticket assignment
- ▶ Filter spam e-mail attempts into the service desk software
- ▶ Automatically set Priority of inbound help desk e-mail request
- ▶ End the disconnect between email requests and ticket

Email-To-Ticket Conversion

No longer will there be a disconnect between service desk email requests and your ticket tracking. All support submissions need to be captured and centralized in order to execute efficient and effective customer service. The Web Help Desk automatically polls one or more email account inboxes on your current email application via IMAP or POP.

When a service request email is sent by a requester, Web Help Desk automatically converts the email into a service ticket or service work order. Any file attachments on the submitted email will automatically be attached to the trouble ticket as well; making distribution of inbound requests simple and informative.

Prevent Spam Email to Ticket Conversion

Prevent spam emails from converting into false trouble tickets within Web Help Desk. Our service desk software provides easy-to-use point-and-click feature configuration to virtually eliminate any change of false service request emails due to spam or any other unauthorized parties. Prevention features include:

- ▶ Only accept emails from specific email domains
- ▶ Disable auto-creation of Web Help Desk accounts for unrecognized email senders
- ▶ Black-list email senders with specific text in the email address; including wild card functionality.
- ▶ Email Subject and Body Filtering (see "Qualify Emails for Help Desk Ticket Entry")

Web Help Desk: Not just another IT Help Desk System

Web Help Desk is not only a "help desk system". Web Help Desk is a "service request system". Your organization may utilize the Web Help Desk across many of your existing departments. Simply create an inbound email address for each department to allow endusers to submit request emails to such departments as:

- ▶ Facilities Maintenance
- ▶ Human Resources (HR)
- ▶ Accounting
- ▶ Sales
- ▶ Information Technologies

As mentioned, the Web Help Desk software automatically polls one or more email account inboxes on your current email application via IMAP or POP.

Each unique email address per department will be polled by the Web Help Desk, where each service request email will be converted into a unique, trackable request item with a complete searchable history that can be analyzed and incorporated into Performance and SLA Reporting.

Capture, Track, Resolve, and Audit trouble tickets, service requests, work orders, and issue submissions via email with easy, in one centralized solution!

Prioritize Inbound E-Mail Service Requests

Web Help Desk provides the flexibility to provide default priorities and Service Level Agreements (see the Web Help Desk Service Level Agreement Management section on our website) to each inbound email address into the Web Help Desk software solution.

[continued]



Web Help Desk™

"Since we have to support both Mac and PC users, it's important to have a system which can be accessed by both platforms. The Web Help Desk software does this for us at a fraction of the cost of other web-accessible help desk solutions and asset tracking systems."

*- Patrick Hopewell
University of Toronto*

The screenshot shows the 'Web Help Desk - Preferences' window. The 'Receiving E-Mail' tab is active. Key settings include:

- Enable E-Mail Tickets:
- E-Mail Address: liveDemo@webhelpdesk.com
- Account Type: IMAP, POP3
- Incoming Mail Server: mail.webhelpdesk.com, Port: 143, SSL
- Create Accounts for Unrecognized Senders: No, Yes, Only if e-mail matches an Accepted Domain
- Accepted Domains: Example: mycompany1.com, mycompany2.com; Location Domains: None
- Ignored Senders: postmaster@*, mailer@*, mailer-daemon@*, majordomo@*, *-admin@, *-adr
- E-Mail Subject Regular-Expression Filter: (empty)
- E-Mail Body Regular-Expression Filter: (empty)
- Strip E-Mail Signatures:
- Create Ticket Notes from Replies:

 A 'Save' button is located at the bottom right of the configuration area.

The customizable help desk software configuration within the Web Help Desk allows for intuitive deployment of "Receiving E-Mail" preferences, including: IMAP vs. POP3, accepted email domains, email subject and email body qualifier, and black-list configuration.

Qualify Emails for Help Desk Ticket Entry

Web Help Desk software preference allow for configuration to prevent emails into the help desk software that would not constitute a valid service request email. An example of such a non-qualifying service desk email would be an "Out of Office" automated email reply from a customer.

The Web Help Desk Administrator may filter inbound customer support emails based on a regular-expression filter on the email subject or the email body.

This Web Help Desk software functionality may also be utilized to prevent common keywords found in known email spam to prevent trouble ticket creation on nuisance emails into your help desk.

Contact Web Help Desk Sales Today!

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