

# Ticketing System

- [DeskPro](#)

# DeskPro

## Introduction:

- Deskpro is a comprehensive helpdesk and customer support software designed to empower businesses and organisations.
- Centralised platform that enables companies to deliver exceptional customer service, enhance stakeholder satisfaction, and streamline their support operations.
- Track, prioritise, and respond to customer tickets and inquiries.
- The software's intuitive interface and robust functionalities cater to the diverse needs of businesses across industries.

## Features:

- Offers a self-service knowledge base and FAQs
- Support agents can organise and prioritise tickets using customizable queues.
- Customise ticket forms with specific fields and categories.
- Enables businesses to set and monitor Service Level Agreements (SLAs).
- Provide customer support in multiple languages.
- Create and use predefined responses.

## Benefits for non-profit organisations:

- Allows NPOs to engage with their community across various communication channels.
- NPOs can create a self-service portal with FAQs and articles.
- Consistent and reliable support fosters long-term relationships with stakeholders.
- NPOs can use Deskpro to manage volunteer inquiries, feedback, and experiences.
- NPOs can use Deskpro's analytics to identify trends, pain points, and opportunities
- Collaboration tools extend to external partners, enabling NPOs to coordinate support efforts with partner organisations.

## Pricing:

The image shows three pricing cards for different service tiers. The 'Team' card is purple and marked 'Most Popular' with a star. The 'Professional' card is blue. The 'Enterprise' card is dark blue. Each card lists features, pricing per agent/month, and deployment options (Cloud or On-Premise) with minimum agent counts and payment frequency. All cards include a 'Try for free' button and a link to 'Buy/Quote'.

Plan	Price per agent/month	Cloud Min Agents	Cloud Payment	On-Premise Min Agents	On-Premise Payment
Team	\$29	3	monthly or annually	10	annually
Professional	\$59	10	monthly or annually	10	annually
Enterprise	\$99	25	annually	25	annually

The image shows two discount cards. The 'Education' card is teal and offers 25% off. The 'Non-Profit' card is pink and offers 40% off. Both cards describe the target audience and include a 'Learn more' button. The Non-Profit card also features a heart icon.

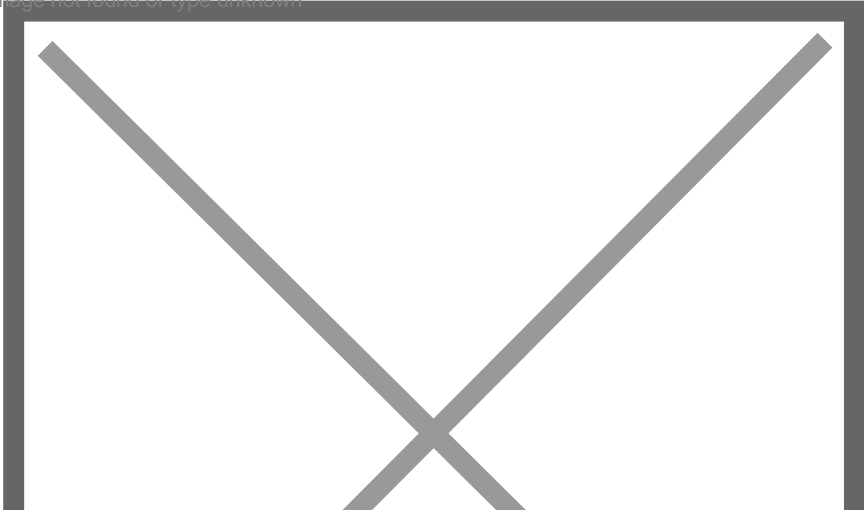
Category	Discount	Target Audience
Education	25% off	Support all your students, staff, faculty and alumni
Non-Profit	40% off	Help your community members with affordable helpdesk software

### Supported Database:

- MySQL
- PostgreSQL
- SQLite
- MsSQL
- Oracle
- Any system that supports ODBC.

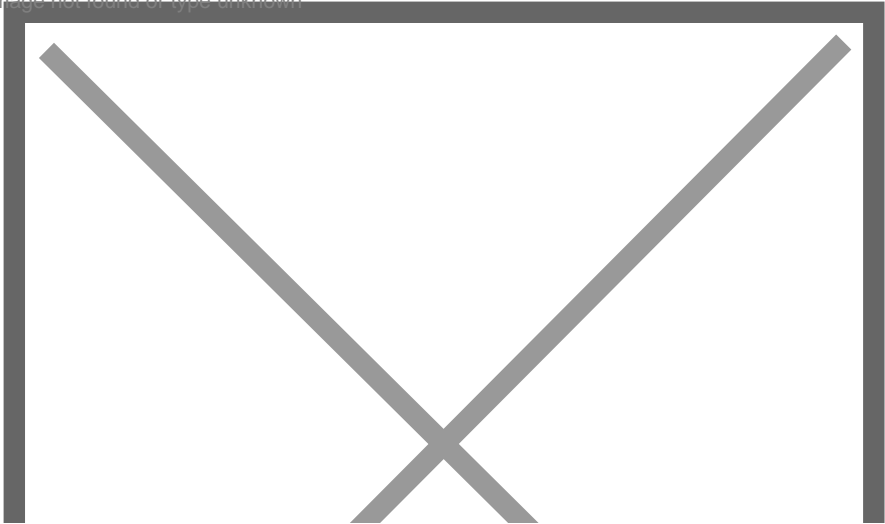
### Graphical Representation:

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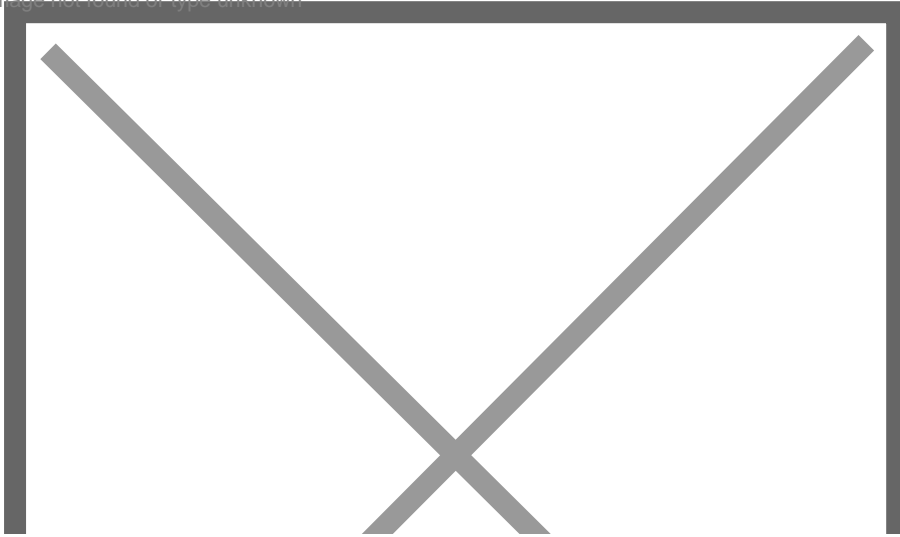
**Figure 1.1:** Ticketing system with different spaces for personnel and team management

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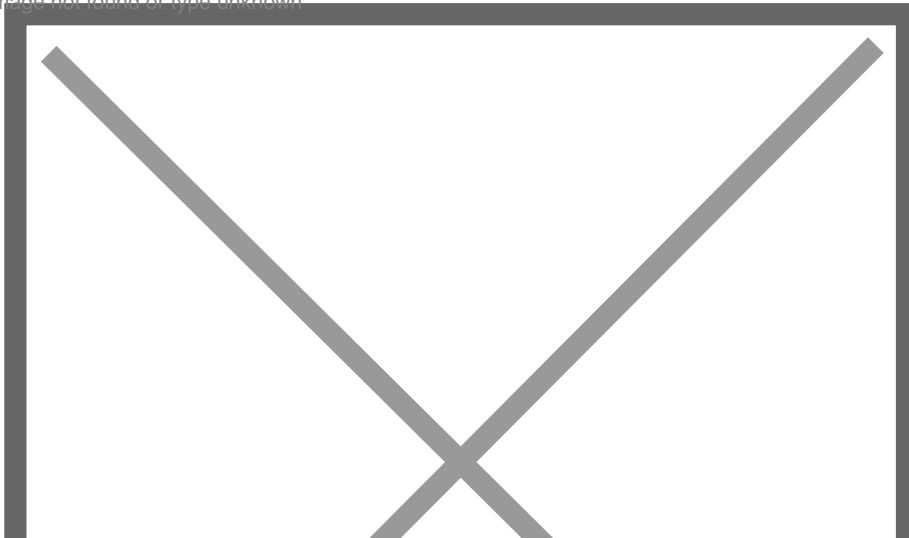
**Figure 1.2:** Visualised data of the ticketing system w.r.t. team, department, and source

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**Figure 1.3:** Help Center dashboard for generating reports

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**Figure 1.4:** Kanban presentation of the schedule planned and worked on

**Limitations:**

- Automation Complexity
- Limited Knowledge Base Features
- Email Integration Challenges
- Lack of Multilingual Support
- Data Migration Challenges
- Limited Social Media Integration
- Reporting Customization Challenges