



Creating transformational impact with measurable outcomes



A Single “Anytime Anyplace” Customer Resolution Platform

Infraon Helpdesk ensures customer delight by bringing together your support teams with AI power.

Infraon Helpdesk – A unified AI-powered solution to simplify ticket management & accelerate customer resolutions.



Are your support teams slowed down by repetitive tasks & poor collaboration? Dynamically manage tickets “anytime, anyplace” while offering proactive self-service options.

Infraon Helpdesk is a fully integrated and low-code platform equipped with an easy-to-use web UI to integrate all support experiences. Empower your customers, agents, and internal teams with AI-powered workflows and auto-suggestions to remotely manage resolutions. Respond to customers from a single location while utilizing advanced features like email to ticket, Ticket creation via WhatsApp, and intelligent chatbots.

What sets us apart?

Infraon Helpdesk offers data-rich customer resolution management firepower that makes ineffective ticket prioritization a thing of the past. Leverage robust reporting & analytics and improve your decision-making capabilities to do what's best for customers.

Ticket management isn't rocket science!

- ✓ Boost support team productivity with end-to-end workflow automation
- ✓ Create a cross-functional culture of teamwork to speed up time-to-resolution
- ✓ Harness actionable insights to optimize agent workload
- ✓ Enable quick and hassle-free integration of external apps

Key highlights

- ✓ Significantly improve key support metrics like CSAT, FCR, CES, etc.
- ✓ Track & monitor agent performance with enhanced supervisory features
- ✓ Match the right agent with the right ticket through intelligent routing
- ✓ Auto-schedule appointments & deploy best-fit technicians with live updates

Empower support teams to be customer-centric

AI-driven support features to boost customer delight

Only an integrated helpdesk can ensure that your agents meaningfully respond to customers without delays or discrepancies. Use an AI-driven ticket management to ace ticket prioritization - connecting the right agent with the right customer.



Drive impeccable collaboration

If agents are unable to seamlessly collaborate with other teams & SMEs, it can cause new support challenges. Build a cross-functional culture of teamwork to share problem-solving responsibilities, track ticket management performance, etc

Automate & accelerate key workflows

Helpdesk support demands a tactical approach to resolution, which agents can't waste time on repetitive tasks. Automate helpdesk workflows like ticket creation and ticket assignment with AI-based accelerators for blazing-fast deployment.



Deep-dive reporting & analytics

Data analytics and BI-rich reports are essential to supercharge your support journeys. Get transparency on support metrics with advanced reporting and a dashboard that tracks SLAs, detects bottlenecks, etc.



About Infraon Corp

Infraon Corp is a wholly-owned subsidiary of EverestIMS Technologies. Infraon provides an integrated SaaS-based product suite to help enterprises and telecom service providers automate their digital transformation journeys. With the Infraon platform, it becomes easy to scale modernization across simple or complex IT and network infrastructures.

For more information visit: www.infraon.io

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