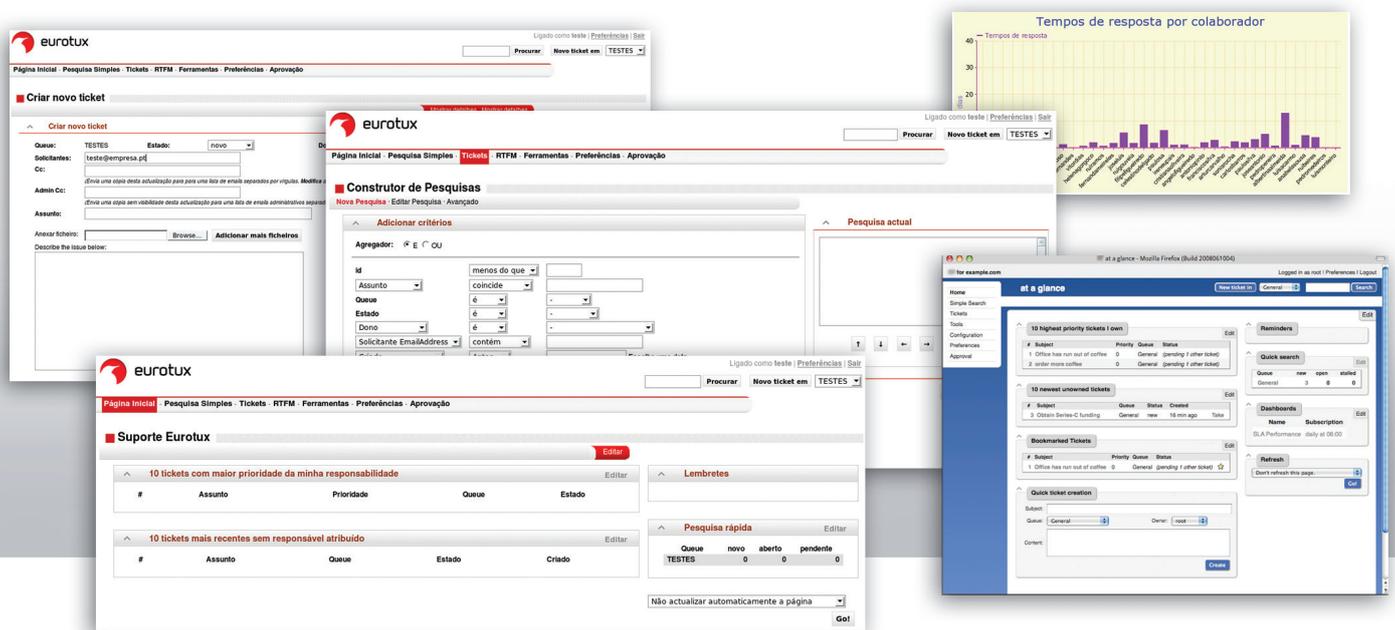# eurotux
eTicketing

The eurotux eTicketing is a ticket management system prepared to handle the challenges of the most sophisticated companies, enabling a group of people to manage tasks, problems and requests in an intelligent and efficient manner.

This platform is prepared to be used by teams of systems administration, client support services, managers, developers, marketing departments, etc. It enables the management of crucial tasks for today's companies, such as the identification, prioritization, assignment, resolution and notification of application requirements that are critical for companies, for example, project management, helpdesk, software development and network/systems management.

Benefits for companies

Very intuitive and adaptable tool

Quick incident identification and resolution

Keep track of the most frequent sources of incidents

Instant knowledge and control of resource usage

Enables reallocation of resources to where they are most needed, increasing productivity

Monitor evolution of workload

eurotux
eTicketing

Description

The eurotux eTicketing solution enables interaction via web and/or email and uses three concepts:

Queue: Repository for tickets that allows you to, for example, create queues by area, product or partner, etc.;

Entidades Cliente: Set of entities that can create tickets and interact with the support team;

Entidades Locais: Set of entities that can handle tickets (respond, comment, set characteristics and resolve).

Create Reports

Component customized according to each client's specific needs. Allows you to generate analysis on system usage, namely:

Average time until a new ticket is given attention (new-open transaction)

Average ticket resolution time

Workload distribution among helpdesk workers

Evolution of the number of tickets per queue

Queue (client/department) with most tickets created

Low Cost

Solution based on open software

No need to purchase commercial software license

Possibility of customized integration or evolution

Email Integration

It is possible to configure the system so that tickets are created via email and subsequent interactions are limited to that method.

FAQ Component

This solution can be integrated with a FAQ component that enables quick viewing of information, streamlining support responses to client's requests, based on existing information.

Hosting

The solution can be implemented on the client's infrastructures, or alternatively, on Eurotux's infrastructure.

Eurotux References

CaixaTec (CGD Group)

AEIOU

Fernando Pessoa University

Municipal Department of Information Systems of the Municipality of Porto, Portugal

Vector21

Porto Management School

CHAA – Alto Ave Hospital Center