OPERATIVE IQ®

SERVICE DESK

Close the Loop on Repair Tickets

Service Desk provides an internal help desk to keep everyone informed of issues and their resolution. Users can send support requests to specific departments and tie them directly to assets, vehicles, or locations to keep an accurate history of all repairs.

Crew can create tickets and receive updates in the same place they complete daily checks. Service desk is your simple solution to prevent issues from falling through the cracks.

TWO-WAY COMMUNICATION
Manage the entire life cycle of a repair request, from submission to completion. Service desk is a unified communications center to keep all staff informed on repair status.

DOCUMENT DETAILS
Keep a detailed history of repairs to any asset, vehicle, or facility. Tickets are attached to the record in Operative IQ so you can understand the history at a glance.

ASSIGN TICKETS
Handle repair requests more efficiently. Assign agents by department to manage and respond to service requests. Agents can communicate with system users to discuss the details and status of a ticket.