

TICKETPOINT

Signature Software are continuously seeking to expand the ways that we can assist our clients to further improve their business.

WE ARE NOW VERY PROUD TO ANNOUNCE TICKETPOINT THAT DIRECTLY INTEGRATES WITH ICE.



Automate and improve your ticket logging processes



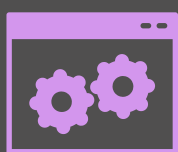
Improve your customer service experience



Fully integrated to ICE



Mobile and tablet friendly



Full customisable reporting via Microsoft Power BI

WHILST ICE HAS ALWAYS BEEN THE MAINSTAY FOR MANY OF OUR CLIENTS BUSINESSES, WE CONTINUE TO DELIVER OFFERINGS TO CAPITALISE ON THE STRENGTHS OF ICE



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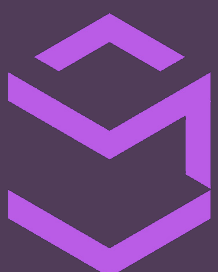
TicketPoint allows me to perform my core function of booking and logging jobs with the ability to track and report as I need to.

- Ben Jones, Service Coordinator at PlusIT

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**PLEASE CONTACT THE TEAM AT
SIGNATURE SOFTWARE**

**ON (03) 8412 8600 OR
SALES@SIGNATURESOFTWARE.COM.AU
FOR MORE DETAILS**



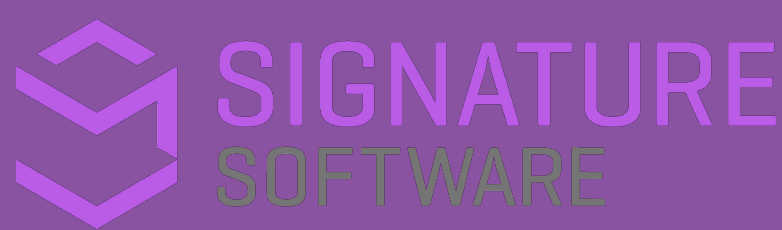
**SIGNATURE
SOFTWARE**

Summary	ID	Priority	Technician	Customer	Total Time Used	Due Date	Created	SLA Time	Call Type
• test defaults	1879 9	4HR		BERRIMAH Customer: 2266	0:0	24/10/2019 1 0:00 AM	10/10/2019 12:25 PM by Ice Support	10/10/2019 1 0:30 AM	CUSTOMER REQUEST CT
• testing service default	1879 8	4HR	Bob Brown	WINNELLIE Customer: 2478	0:6	17/10/2019 1 0:00 AM	10/10/2019 11:19 AM by Ice Support	10/10/2019 1 0:30 AM	CUSTOMER REQUEST CT
• toner mess	1879 6	4HR	Fred Nerik	STUART PARK Customer: 108 3	1:0	17/10/2019 1 0:00 AM	10/10/2019 10:15 AM by Ice Support	10/10/2019 1 0:30 AM	CUSTOMER REQUEST CT
• LAN Health check	1879 0	8		HUMPTY DOO Customer: 106 2	0:15		14/08/2018 03:20 PM by Ice Support	14/08/2018 0 7:20 PM	CUSTOMER REQUEST CT
• Drum has marks	1878 9	4HR		WINNELLIE Customer: 2478			14/08/2018 03:16 PM by Ice Support	15/08/2018 0 8:16 AM	CUSTOMER REQUEST CT
• cannot dial out from any line	1878 8	MCD	Abba Queen	Customer: 1		27/07/2018 1 0:00 AM	24/03/2014 03:44 PM by Ice Support	25/03/2014 0 8:44 AM	MACHINE DOWN CT
• Dial out issues	1878 7	4HR	Ice Support	Customer: 1		24/08/2018 1 0:00 AM	24/03/2014 09:33 AM by Ice Support	06/06/2019 0 1:33 PM	INSTALLATION CT
• Consumable yield out of tolerance	1878 3	8		ABC COMPANY PTY LTD			24/02/2014 12:00 AM by Ice Support	24/02/2014 1 2:00 PM	

FOR YOUR TEAM

1. Logging of tickets but can allow for auto creation via email parser
2. Assignment to resources
3. Attachment of files
4. Fully integrated with Outlook calendar
5. Can record time (both billable & non billable)
6. Integrates with email parser so that all correspondence with client is visible in ticket
7. Validation process
8. Fully integrated with ICE

THERE ARE THREE MODES FOR TICKETPOINT:



FOR YOUR CUSTOMERS

1. Logging of tickets by clients at anytime
2. Allows update and status checking on tickets (activities have a public viewable flag so not all internal activities are visible to the client)
3. Attachment of files
4. Can work alongside client ordering portal (if required)
5. Fully integrated with ICE & TicketPoint (Internal)

+ FOR YOUR SUBCONTRACTORS

1. View is limited to only tickets assigned to the logged in subcontractors

Ticket #18790 submitted by Ice Support a year ago - [CUSTOMER REQUEST CT] 4 HR RESPONSE PRIORITY

LAN Health check On 15m / On 15m

Task #1 by Ice Support, a year ago - [Customer Request CT] 4 HR RESPONSE PRIORITY

Booking date is due a year ago, expected duration is 30 minutes, SLA Time a year ago

LAN Health check

Task is UNALLOCATED On 15m / On 15m

by ICE SUPPORT a year ago

Arrived on Thu, Aug 16, 2018, 02:00 PM

00H15M
NON-CHARGED

arrive client site - tested LAN. Found fault. Need to book to return

*** Hide activities ***

Add Activity

Open

IS TEMPLATE

Salesperson: Sales Person

Quote Amount: \$00

Customer Profile

HUMPTY DOO Customer: 1062

Business Phone 03-98762747

Address 11 CHALLONER CIRCUIT, HUMPTY DOO, NT 0836

Contact Details

Bob Blue

Business Phone -

Related Tickets

Equipment Details

HUMPTY DOO Customer: 1062, TOSHIBA SATELLITE 2210CDT NOTE, COMPREHNSI

Module Computers

Address 11 CHALLONER CIRCUIT, HUMPTY DOO, NT 0836