

# IntelliDesk: The Brain Behind Your Support.

## OMNICHANNEL UNIFICATION

Centralize every conversation. Whether requests come via email, chat, social media, or your custom portal, manage them all from a single, intuitive dashboard. No more lost tickets or scattered threads.

## INTELLIGENT AUTOMATION

Stop manual routing and repetitive tagging. Our smart rules engine assigns tickets to the right agent instantly based on expertise and availability, slashing response times and balancing team workloads.

## LIVE PERFORMANCE METRICS

Gain clear visibility into team health. Monitor average response times, track SLA breaches, and view CSAT scores in real-time. Turn raw support data into actionable insights to optimize your workflow.



- **Never Miss a Deadline:** Customizable Service Level Agreements (SLAs) with automated countdowns and escalation triggers ensure every high-priority issue is resolved on time.
- **Deflect Common Tickets:** An integrated Knowledge Base empowers users to find their own answers before submitting a ticket, reducing ticket volume by up to 30%.
- **Collision Detection:** Real-time indicators show when another agent is viewing or typing in a ticket, preventing duplicate work and conflicting responses.
- **Asset Context:** Automatically see which device or software version the user is on the moment the ticket arrives, eliminating back-and-forth diagnostic questions.

## Bring Order to Support Chaos

Managing IT support via shared inboxes and spreadsheets is a recipe for disaster. Important requests get buried, context is lost in long email chains, and agents burn out trying to keep up with the noise.

IntelliDesk transforms this friction into a streamlined workflow.

By organizing requests into a prioritized, structured queue, we ensure nothing falls through the cracks.

Whether it's a password reset or a critical server outage, our platform gives your team the clarity to focus on the solution rather than the administrative clutter. We turn a reactive fire-fighting team into a proactive support engine.

## Efficiency Meets Empathy

Great support isn't just about closing tickets; it's about the human experience. Our interface is designed to be invisible—fast, intuitive, and distraction-free—so agents can focus entirely on helping the user.

Implementation is effortless.

Unlike legacy ITSM tools that require months of expensive consulting to configure, IntelliDesk is built for rapid deployment. From the moment you switch on, you start building a history of solutions that makes every future ticket easier to solve. Don't let technical issues stall your business growth. Upgrade to IntelliDesk and experience the precision of a truly modern helpdesk.



# Service Features and Benefits

## TECHNICAL SUPPORT

We don't just sell software; we support your business. Our local support team is available to assist with hardware configuration, software queries, and troubleshooting to ensure your operations never miss a beat.

## ZERO DOWNTIME

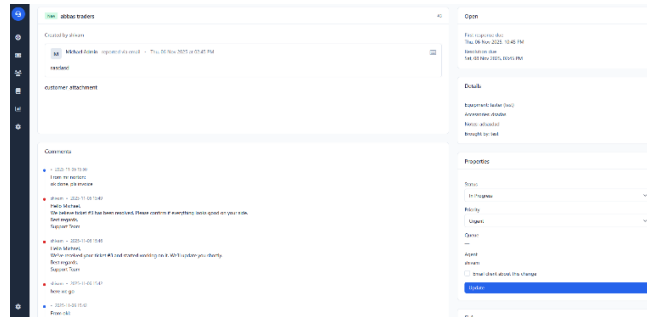
Built on robust cloud infrastructure, our system guarantees 99.9% uptime. In the event of an internet outage, our offline mode securely stores data locally and auto-syncs the moment connectivity is restored.

## TURNKEY SOLUTIONS

From the initial survey and hardware installation to software configuration and staff training, Intellitech manages the entire deployment process. We get you running with no disruption to your daily workflow.

For more information on any of our products or services please visit us on the Web at:

[www.intellitech.co.ke](http://www.intellitech.co.ke)



Experience an **intuitive interface** designed for the modern helpdesk agent. Our dashboard offers a **clear, single-screen view** for tracking ticket status, managing assigned tasks, and reviewing daily activity. There is no steep learning curve; agents can **log their activities and update tickets** securely in seconds. Managers gain **immediate oversight** with live status updates, seeing exactly **who is handling which tickets**, who is on a break, and who is currently unavailable—all in real-time. This transparency reduces administrative friction and empowers your support team to **focus on problem resolution** rather than paperwork.

Compatible with all modern web browsers. Interface adjusts automatically for desktop, tablet, and mobile viewing. Data synchronization speeds may vary based on local network stability.

## System Requirements

- Operating Systems: Fully compatible with Windows 10/11 and macOS for desktop administration. Mobile applications support Android 10+ and iOS 14+.
- Web Browsers: Optimized for the latest versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari.
- Network Connectivity: A stable internet connection (minimum 5Mbps upload/download) is recommended for real-time cloud synchronization.
- Database: No local server required. All data is hosted on our secure, encrypted cloud servers, reducing your on-site IT maintenance costs.

## SERVICES AVAILABLE

Technical Support  
Installation and Setup  
Maintenance  
Application Support  
Hardware Support  
Guaranteed Warranty

