

SERVICE DESK TOOL BY RHEA



An application stops working correctly, it is 10 PM in the evening on a Friday night, you are on holiday next week and you can't reach anybody from your support provider by phone. The only thing left to do is send an e-mail and hope somebody sees it Monday morning and takes care of the problem for your colleagues while you are not there or you could postpone your holiday for an extra day.

At Rhea we believe this could be done differently!

My Helpdesk Team

Uw naam *	<input type="text" value="Portal User"/>
Uw e-mail *	<input type="text" value="portaluser@somewhere.com"/>
Ticket Type *	<input type="text" value="Vraag"/>
Priority *	<input type="text" value="Standaard incident"/>
Onderwerp *	<input type="text"/>
Omschrijving	<input type="text"/>
Attachment	<input type="text" value="Bestand kiezen"/> Geen bestand gekozen
<input type="button" value="Verzenden"/>	

They have already put their trust in us:



Online Service desk portal

As Rhea is specialized in making and maintaining Business applications, it will be of no surprise to you that we use an online service desk application to ensure every problem is registered, documented, followed-up and resolved according to your service level agreement.

This service desk platform is used in real time by our service desk employees and centralizes the entire processing, including final invoicing to the customer.

If necessary, authorized customers (so-called Portal Users) can log on to the platform to actively involve themselves in this processing, for example by creating and following up tickets, consulting reports, etc.

What are the advantages of using our platform (in combination with mailing and phone)?

- Efficient Ticketing System
- Detailed Reporting and Analytics
- Quicker and more qualitative Customer Support
- Database of Information in regards of history of problems (quicker resolution)
- Widespread Accessibility (on the go, at the office and even at home)
- Increased Security due to multiple security layers in the cloud and on premise
- Continuous Backups to avoid loss of data
- Dynamic Updates – always the latest and best version
- Increased Scalability for growing businesses

These are just some of the advantages the solution of Rhea is offering you. Want to know more? Don't hesitate to contact us or visit our website!

Want to know more? www.rhea.be

Rhea NV - Veldkant 35a - 2250 Kontich – info@rhea.be – 0032 3 880 85 98