

IT Ticketing System Health Check

Is your system fit-for-purpose in 2024?

48% of IT leaders say their service desk is not up to scratch. Our checklist helps you assess and optimize your ticketing system to deliver exceptional service in 2024.

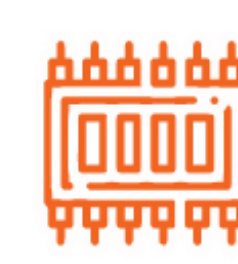
How many of the following can you achieve in the next 12 months with your current ticketing software?



Workflow Automation



End-user Experience



Tech Experience

- ☒ Create ticket-specific rules and embed task lists in tickets
- ☒ Automate ticket approval chains to route tickets without manual lift and accelerate resolution
- ☒ Assign priority hierarchies based on personas, user groups, request types and how long the ticket has been open
- ☒ Distribute automatic updates on process changes and ticket status changes
- ☒ Build a customizable self-service IT knowledge base and distribute it across every department
- ☒ Integrate ticketing into apps your team uses every day, like your Microsoft environment including Teams and Sharepoint
- ☒ Automate customer feedback surveys to identify key areas where your system can be improved
- ☒ Consolidate ticketing tools to streamline workflows and make life easier for techs
- ☒ Develop SOPs for each request type and automatically embed them in your tickets
- ☒ Create centralized dashboards to analyze and share data on system performance

Streamline, Centralize and Optimize Your Tickets with DeskDirector

Our comprehensive system enables 4x faster ticket resolution, 20% higher ticketing adoption and 100% hassle-free automation.

Ready to improve your
ticketing system this year?

Book Your Demo