

Falco SaaS - OPS



Smart OPS | Strong Outcomes





Falco MyAssist

Falco's very own Helpdesk | Powerful Features

Raise and Track every ticket to completion. Assign owners for various subjects. Upload support documents/images, Easy Redirect, Escalate Tickets



What's Broken Today

- Help Requests float in emails, phones with no OWNER
- No central visibility thru log
- No clear way to track the issues raised with Saas /ERP Provider
- Team waste time in chasing status update instead of solving the problems

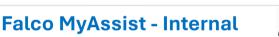


What MyAssist Enables

- Assign various types and owners for each type of help ticket / request
- Tracking requests by category type and owner from start to closure
- Redirect ticket if there are multiple owners
- Escalate requests if resolutions are delayed.



Core Modules & Features





- Users can raise tickets to your various internal owners depending on the issue type
- Unified Helpdesk across Departments / Functions
- Role based assignment of ticket owners
- Dynamic Creation of Issue types and respective Owners
- Upload support documents / images
- Defined escalation in case of delays
- Route internal owners thru easy redirect

FalcoAssist - External



- Your admin can raise tickets to Falco backend support
- Your admin can redirect any internal help ticket to Falco backend support
- Separate UI for FalcoAssist
- Track all tickets from start to closure
- Keeps internal help tickets and Falco backend support tickets distinct but connected