



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



Falco MyAssist - Internal

- ❖ 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