

## Falco MyAssist: Built-In Helpdesk That Actually Helps

*Field Ops Deserve Better: Why Mobile-First Isn't Optional Anymore*



ERP systems are supposed to streamline operations, but when it comes to issue tracking and user support, most fall short. Helpdesk modules are either clunky bolt-ons or outsourced third-party add-ons that lack contextual understanding of how your business works.

**Falco MyAssist** changes the equation. It brings a fully integrated, **real-world helpdesk** inside the heart of your ERP — one that mirrors internal responsibilities, escalates with intelligence, and even lets you raise platform-level support tickets to Falco's backend team, seamlessly. Let's unpack what's broken in typical helpdesk models — and how Falco MyAssist fixes it.



### What's Broken in Traditional Helpdesk Systems?

- ❖ **✗ Disconnected from Business Context:** Most helpdesks work like generic inboxes — they don't align with department roles or organizational workflows.
- ❖ **✗ Hard-Coded Categories:** Want to add new issue types for your growing team? Too bad. Most systems don't let you dynamically define ticket types or change escalation rules.
- ❖ **✗ No Escalation Logic:** Tickets get lost. There's no ownership. No reminders. Just frustrated users.
- ❖ **✗ One-Directional Flow:** If the ticket needs a change in ownership or deeper intervention, the loop breaks.
- ❖ **✗ No Route to Vendor:** If the problem lies with the ERP platform itself, there's often no way to raise the issue with the ERP provider through the same interface.



## Falco MyAssist: A Helpdesk That Works Like Your Business Does

**Falco MyAssist** is a full-service helpdesk platform built into the core of Falco OPS. It's not an afterthought. It's part of how we help real businesses run with less friction and more flow.

Here's how it works:



### Role-Aware Ticketing

- ❖ Each issue category — say HR, Accounts, Admin, IT, or Platform — can be dynamically defined by your **Client Admin**.
- ❖ Every category has a **Type Owner** — the internal recipient responsible for resolution.
- ❖ Add, delete, or modify issue categories and owners on the fly.



### Smart Re-routing of Tickets

- ❖ Tickets can be **redirected** by Type Owners if the issue needs to change hands mid-way.
- ❖ **Dynamic ownership transfer** keeps things moving — without breaking the chain of responsibility.



### Upload Support Documents / Images

- ❖ End-users can **upload files, images, and documents** with tickets.
- ❖ Helps avoid back-and-forth emails and speeds up resolution



### Time-based Escalation

- ❖ Each issue type has its own **escalation time threshold**, defined by your admin.
- ❖ Auto-escalations keep teams accountable without requiring micro-management.



### Internal + External Trackers.

Admins have **dual dashboards**:

- ❖ One for internal issues raised by team members (Falco MyAssist)
- ❖ One for platform-level issues escalate to the **Falco backend team** (FalcoAssist)



### Seamless Backend Support

- ❖ Only Client Admins can redirect tickets to **Falco's own backend team**, maintaining control.
- ❖ These tickets are tracked exactly like internal ones — no “black box” support queues.

## Designed for the Real World, Not Just for Demos

Falco MyAssist is not a “support inbox.” It’s a dynamic, living helpdesk tailored to your business structure — and aware of who does what, who owns what, and how things move when people are on leave, change roles, or escalate issues.

Whether you're an mid-size, large or a growing enterprise, support isn't just about response times — it's about ownership. MyAssist lets you build that culture from the inside.

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### Why it Matters?

- ❖ Decentralized Teams Need Centralized Help
- ❖ Issue Loops Need Closure, Not Just Logging
- ❖ Good Support = Smoother Ops + Happier Teams

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