

# Helpdesk

Platform:	1Stream CRM
Version:	14,0
Application	Helpdesk
Audience:	Users

# What is Helpdesk?

Helpdesk is the interface for customers to interact with your organisation about a service request. Customers can submit tickets via telephone, email, WhatsApp, SMS or even through a form from your website. These tickets are logged and tracked to ensure customers' requests are addressed efficiently.

# Course Outline

- Navigate Tickets
  - Create Tickets
  - Manage Tickets
- Ticket Reporting







# THANK YOU

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