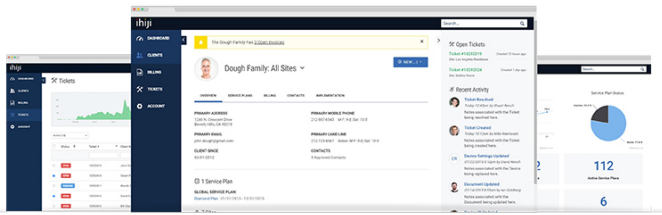


Ihiji ServiceManager Adds Ticketing

Written by Marco Attard
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Ihiji adds a service ticketing feature to the ServiceManager Software as a Service (SaaS), allowing system installers and home technology providers to generate recurring monthly revenue (RMR) through managed annual service plans.



According to the company efficiently creating and tracking trouble tickets (aka technical support or service tickets) is a critical component of a successful services organisation. Thus, to aid the management of recurring service plans and services operation efforts, ServiceManger features customer warranty tracking, recurring service plan tracking, RMR invoicing and billing, customer contact management, technical support ticketing and tracking, and (coming soon) centralised project documentation.

Ihij promises such a standardised process is the ultimate replacement to the usual "system" of sticky notes on monitors, messages on scrap paper and face-to-face conversations between team members. The ticketing feature even allows for total cost of support evaluations, trackable service calls and ticket resolution, resolution time tracking, customer histories (even if a different technician takes the call each time) and hardware trend detection (including hardware compatibility issues).

Ihiji ServiceManager is available now.

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