

 freshdesk

APSYS

MALMÖ GOTHENBURG STOCKHOLM OSLO COPENHAGEN



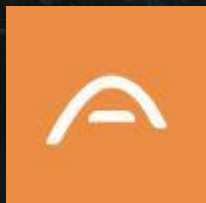
Lead



Ecom



Profile Cloud



Pro

WARSAW LONDON HONG KONG MOSCOW SAN FRANCISCO

AGENTS: 12

LANGUAGES SUPPORTED: 8

TECH WRITER

INCIDENT MANAGER

MODULE & TEMPLATE

API, DM & DELIVERY

6479 ▲ 29%

RESOLVED TICKETS ⓘ

1622 ▼ 7%

UNRESOLVED TICKETS ⓘ

1560 ▲ 17%

REOPENED TICKETS ⓘ

4h 59m ▼ 31%

AVERAGE 1ST RESPONSE TIME ⓘ

8h 2m ▼ 3%

AVERAGE RESPONSE TIME ⓘ



27h 8m ▼ 9%

AVERAGE RESOLUTION TIME ⓘ

2h 8m ▼ 21%

AVERAGE 1ST ASSIGN TIME ⓘ

73% ▲ 3%

FIRST CONTACT RESOLUTION ⓘ

95% ▲ 1%

FIRST RESPONSE SLA ⓘ

94% ▲ 1%

RESOLUTION SLA ⓘ

BUT WAIT... THERE'S MORE!

FINANCE

CREATIVE SERVICES

APSYS

IT

INTERNATIONAL ACCOUNT MANAGEMENT

PRODUCT MANAGEMENT

CRM

APSYS

Dashboard Tickets Solutions Forums Customers Reports Admin + New Search

Filter Tickets

Agents

Groups

- 1. Apsis Support
- 2. Swedish Support
- 3. Danish Support
- 4. Finnish Support
- 5. Norwegian Support
- 6. Turkish Support

Created

Due by

- Overdue
- Today
- Tomorrow
- Next 8 hours

Status

Open Pending

Customer Support -Open Tickets

Sorted by Due by time

Showing 1 - 12 of 12

Pick Up Assign Close Bulk Actions Merge Spam Delete Scenarios Export

N	VS: Store prisforskjeller i september Les om boligjøperen 2016 Kjøpe bolig for utleie? #529719 From: myhelsbrev (Eiendomsmegler Krigsveen AS) Created: about 1 hour ago, Due in 5 days	NEW	Agent: - Status: Open Priority: Low
A	Problem med rapport i APSIS #529716 From: Aisha butt (Migrationsverket) Created: about 2 hours ago, Due in 5 days	NEW	Agent: - Status: Open Priority: Low
A	Säkerställa nya mallar fungerar som de ska #529679 From: Anna Göransson (Frontit AB) Created: about 6 hours ago, Due in 5 days	NEW	Agent: - Status: Open Priority: Low
N	Support ticket from ANPDM (NHO_Norge, #8393) (Base64 encoded) #529667 From: NHO_Norge (Norsk Olje og Gass/NHO) Created: about 6 hours ago, Due in 5 days	NEW	Agent: - Status: Open Priority: Low
C	Fråga om brev i Triggat flöde #529664 From: Carlos Brohlin Created: about 6 hours ago, Due in 5 days	NEW	Agent: - Status: Open Priority: Low
S	VS: Apsis #529632 From: Smh (R2 A/S) Created: about 7 hours ago, Due in 5 days	NEW	Agent: Joonas Helenius Status: Open Priority: Low

1st line Tech Support



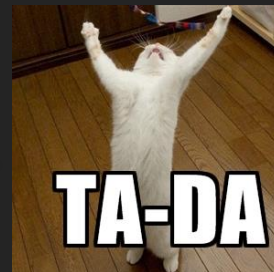
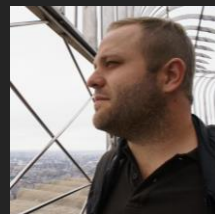
Module & Template



Creative Services



API & Data Management



Let's talk benefits...

APSYS

Knowledge base, Forums – and more?

APSYS

ANY QUESTIONS?

