MOJO HELPDESK

HELPDESK QUESTIONS? WE HAVE ANSWERS

An FAQ guide to get you on your help desk journey...

MOJO HELPDESK
+1 (512) 346 0360 | AUSTIN TEXAS

Mojo Helpdesk is a product of Metadot Corporation.

THE HELP DESK FAQ GUIDE

Let us help with your help desk!

As you can imagine with millions of users and decades of experience, we've been asked quite a few questions about ticket management systems, help desks, and service desks over the years. While there's no way we can share every question we've even been asked, we wanted to answer the ones we most frequently hear.

Visit our website at www.mojohelpdesk.com for more information about our company's services. Email us at **hello+mojo@metadot.com** for inquiries.

What is a ticket management system for help and service desks?

A Ticket Management Systems (TMS) is a software application which collects, tracks, updates, and reports tickets created either by employees or customers. These systems are commonly used by help desk that support IT, Customer Service, Operations, Facilities, and Product Management.

WHAT IS THE VALUE OF A TICKET MANAGEMENT SYSTEM?

What is the value of a SaaS help desk over a self-hosted help desk?

Help and service desk are staffed by support personnel to ensure their customers have a positive experience and stay up and running. Traditional help and service desks rely on phone, email, and text and chat, often receiving the same request over these different channels and frequently log requests manually. These are complex hardware and software solutions that are costly to acquire and maintain. SaaS or Service-as-a-Software service are cloud-based systems. There is no software to install, no hardware to maintain. This is all included in the SaaS solution.

What are the benefits of a SaaS ticket management system?

There are many benefits to utilizing a ticket management system. Our customers tell us these are the 5 key benefits:

- Serves as a centralized repository for service requests
- Organizes and prioritizes service tickets
- Facilitates communication and scheduling of service requests Enables tracking and status of service requests
- Tracks performance metrics, including response times

What are the most important features of a SaaS ticket management system?

- Workflow automation--you got this system to keep you organized after all
- Ability to track and manage requests from multiple channels
- Fully integrated system with your brand/school/organization/group
- Insights reporting--based upon the tickets/requests received through the ticket management system, you can know what customers are looking for and how their issues are resolved
- Personalized ticket pages--an internal support feature necessary for nurturing customer preferences
- Ticket categories and tags--this keeps tickets organized by process
- Knowledge base--a self-help searchable knowledge base to allows customers to find answer to common requests
- Strong team that utilizes the system behind the scenes--not only is this system used to keep communication open between team members, it also acts as a performance metric tracker to help teams make improvements continuously
- Asset database--keep data about user devices so you can quickly assist users with issues or questions

MOJO HELPDESK TICKET MANAGEMENT SYSTEM

What are the benefits of a SaaS ticket management system?

In addition to all of our features which meet all the basic needs and then some for help and service desks, there are three attributes of the Mojo Helpdesk that distinguishes it from other platforms:

- Serves as a centralized repository for service requests
- Organizes and prioritizes service tickets
- Facilitates communication and scheduling of service requests
- Enables tracking and status of service requests
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HELP DESK SETUP

How do you set up the Mojo Helpdesk the first-time?

It's actually very easy. Just open the help desk and start adding queues and invite users. That's all. The help desk is up and running in minutes. The Mojo Helpdesk customer support team is available as needed to help with the more advanced options such as automation and branding customization.

What is a user?

Anyone who submits a ticket to your help desk. This can include internal support team members and customers (such as employees, doctors, teachers, renters, students, etc.) who create tickets. Mojo plans allow for unlimited users.

What is an agent?

An agent is a support team member who is responsible for answering users tickets.

What kinds of tickets can our help or service desk team create?

Ticket forms can be customized with different types of input so they can be support request forms, maintenance requests forms, purchase requests, loan requests, etc. There is no limit.

DATA SECURITY

Is data kept private?

In addition to all of our features which meet all the basic needs and then some for help and service desks, there are three attributes of the Mojo Helpdesk that distinguishes it from other platforms:

- Yes. Mojo Helpdesk is compliant with data privacy protections.
- Mojo Helpdesk is also HIPAA and GDPR compliant and is a registered company in the EU-US Privacy Shield.
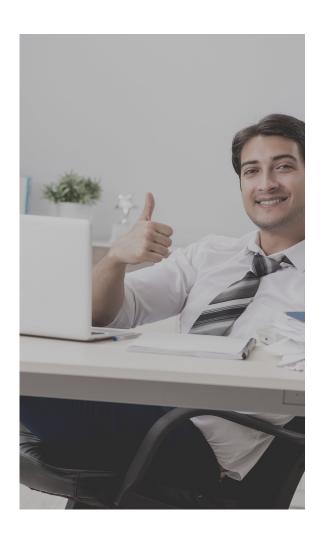- All Mojo Helpdesk data is encrypted in transit and at rest at all times.

SELF SERVICE HELP CENTER

How do users find answers to their common requests?

Mojo Helpdesk sports a self-service knowledge base with a powerful search engine that is used by users to find answers to their frequently asked questions. This can be displayed in any language. If a user cannot find an answer in the knowledge base, then he or she will have an option to create a ticket.

Can the ticket portals be customized & branded?

Yes. Organizations can customize the Help Center with their brand color, logo, URL of choice and contact information.

Can customers and users see tickets and their progress?

The Help Center allows users to check the status of their tickets and add messages. Once a ticket is resolved, users have the ability to rate the quality of service they received.

TICKET ASSIGNMENT AND PRIORITY

Is there a way to change priority levels to tickets?

Yes. Once a ticket is created, agents have the ability to change the priority level.

Can tickets be reassigned?

Yes. Based on privilege settings, agents and managers can assign and re-assign tickets to other agents.

SINGLE SIGN ON

Can Mojo be integrated with Google G Suite or Microsoft 365?

Yes for both. Very easily. For Google G Suite, go to the G Suite Marketplace and search for Mojo Helpdesk.

What about SAML and Active Directory or LDAP?

Mojo Helpdesk supports SAML, LDAP, AD, and more so users can be managed centrally.

DATA ANALYTICS AND REPORTING

What kind of analytics are provided?

Through the helpdesk dashboard, the following reports are available:

- Total Open tickets
- Total Closed tickets
- Total New tickets created
- Number of messages added by agents
- Average first response time
- Average time of first assignment
- Average time to solve a ticket
- Ticket aging
- Time spent statistics
- SLA reports

Is there an event log?

Yes. Every action on every ticket is recorded and searchable. The event log is purged overtime.

Can you track response times of individual agents?

Yes. Time tracking is available by agent, queue, etc. This is a great way to see what type of problems keep agents occupied.

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SUPPORT & TOOLS

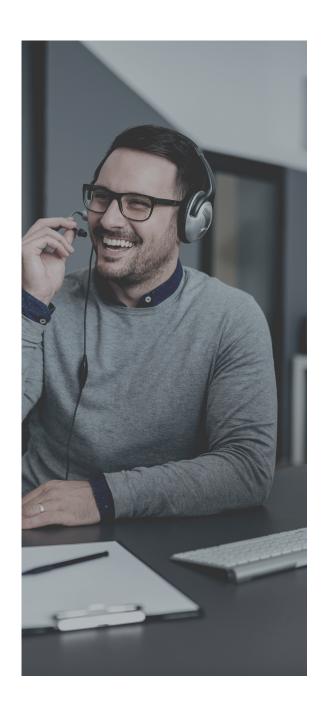**What kind of support and tools are provided by Mojo Helpdesk?**

In addition to our customer support, we offer a knowledge base and a series of how-to videos that are updated regularly.

How do we request a free demonstration?

We offer free demonstrations of the help desk and its features by our customer support team.

Do you offer phone support?

Yes. Our Texas team is ready to help over the phone as needed.

READY TO TAKE CUSTOMER SERVICE TO THE NEXT LEVEL?

START NOW →

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