" Our previous system was very limited in reporting tools and 'bells and whistles.' In addition, it didn't always work. Web Help Desk is an improvement in every feature when compared to our previous system, including alerts/notifications, enforcement of SLAs, detailed emails to techs, and we love the pop-up notifications based on the Report Type selected by clients. This alone helps improve support because we can give end users answers before they even ask the questions.

— Help Desk Manager, Educational Institution

Source: Help Desk Manager, Educational Institution

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