

## NASA Benefits from Ticketing Automation in SolarWinds Web Help Desk



5/5 Stars

How our organization uses SolarWinds Web Help Desk:

“ 20 technicians are using the system. We have process rules set up that will automatically assign tickets in some instances.

Would you recommend SolarWinds Web Help Desk?

“ Yes, because it is very user friendly on both the technician and administrative side, and the customers have a clean and elegant interface. It serves our end goal of a pain-free customer interface.

Source: Cm Ware, IT Manager, National Aeronautics and Space Administration

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