



About APPEX Online:

APPEX (Application Express) Online is emerging as a complete IT platform for building world class enterprise applications through simple configurations, almost without the need for any coding. These applications are available anywhere, on any device, on any platform, and can be built at 3-4 times the pace that any other method would take. This quick turnaround also results in proportionate reduction in cost, delivering real value for money to the customer.

For more details, visit the page: <http://appexonline.com/html/features.aspx>



About SmartDesk

SmartDesk is a service management tool that automates Incident Management, Change Management and Problem Management functions in a customer support environment.

It offers trouble ticket logging, and helps customer support agents to receive, process, and respond to such requests. It helps streamline customer support with automated escalations and reminders.

Ticket Logging & Ticket Assignments

- Log trouble tickets under various categories and severities
- Trouble tickets can be of type Service Requests, Incidents or Work Items
- Automatic/manual assignment

Ticket Tracking, SLA tracking and reporting

- Ticket status through its life cycle from being logged to closed
- Aging
- Measure response time and resolution time and track against defined SLAs

Reports & Trends

- Provide MIS and reporting for tickets logged over a period of time
- Dashboard

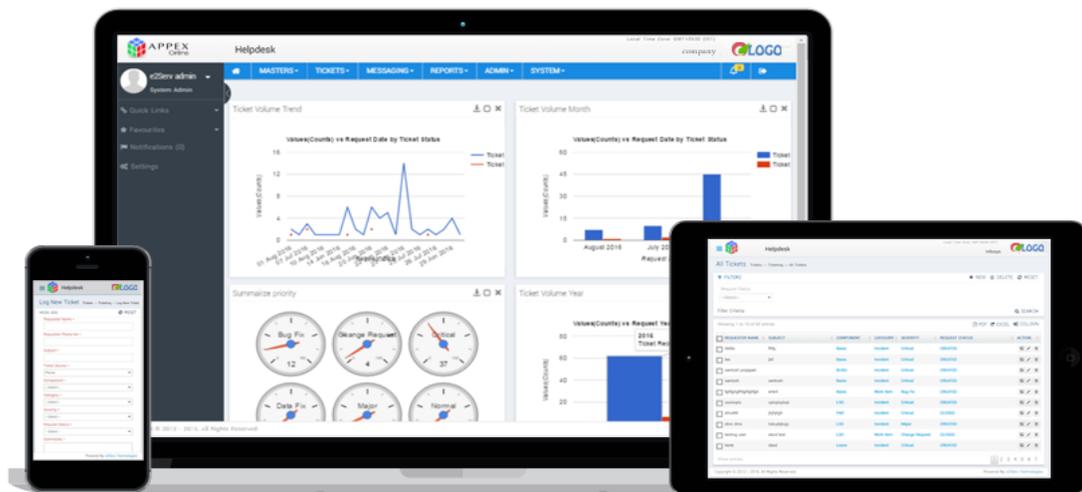
Alerts / Escalations / Notifications

- Automatic notifications via various media
- SLA reminders and escalations

Surveys & Feedback

General

- Export & import of data
- Configurable parameters like business hours, holidays, SLAs, Priority, Severity
- Date/Time formats
- User Management
- Access Management
- **Mobile app**



For more details contact:

e2Serv Technologies
204, Chawla Complex, Sector 15,
CBD Belapur, Navi Mumbai - 400614

Sales: sales@e2serv.com

Mobile: +91 9004823441

Website: <http://www.appexonline.com/default.aspx>