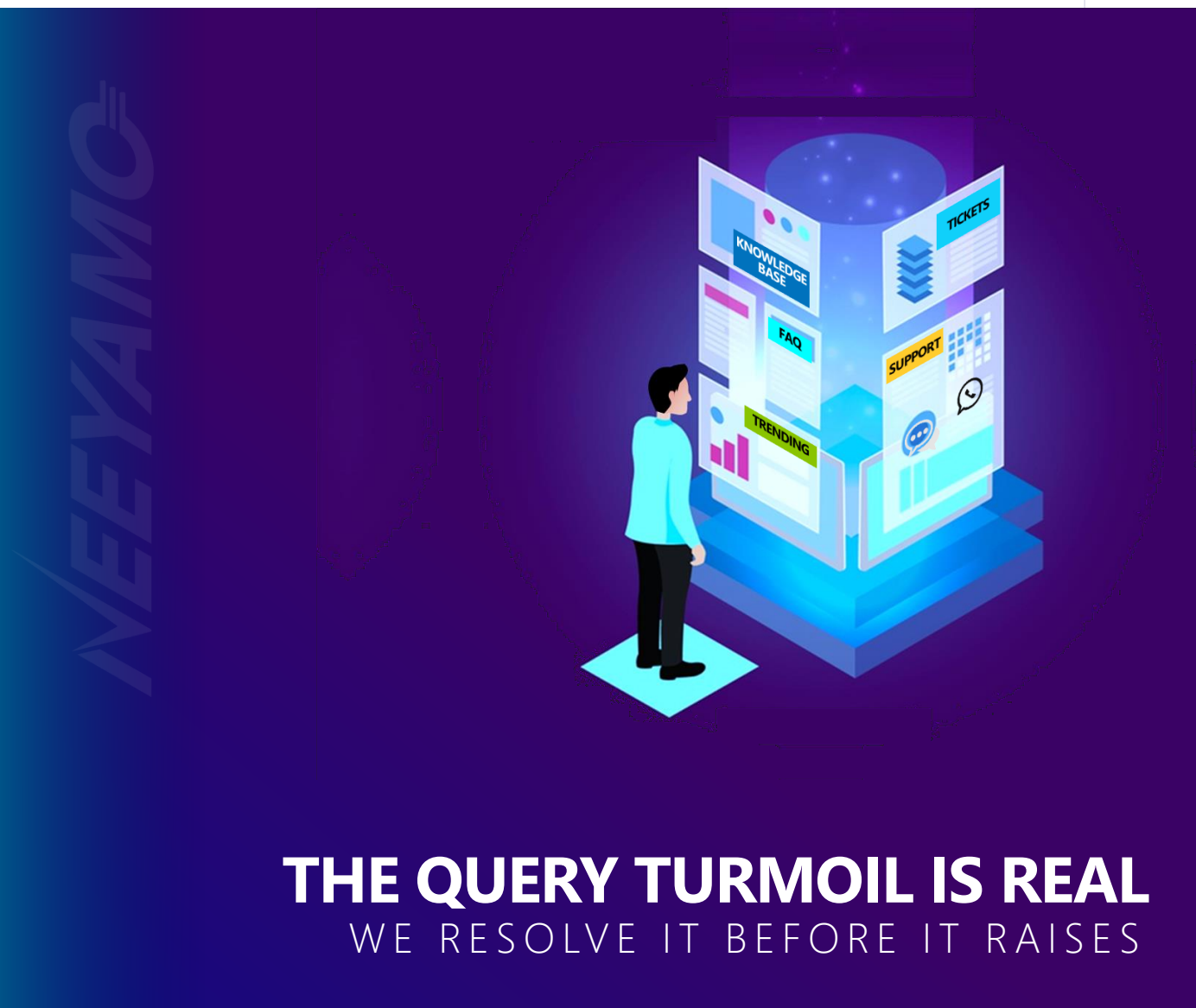




# SERVICEDESK

SIMPLE SMART SUPPORT



**THE QUERY TURMOIL IS REAL**  
WE RESOLVE IT BEFORE IT RAISES



AT **NEEYAMO**

EXISTS THE IDEAL GLOBAL **SERVICEDESK!**  
HERE'S WHAT IT CAN DO,

Knowledgebase, trending and FAQ that resolves queries before it raises

Query creation on portal, API based integration & on behalf of others

Save time with canned response, integrated telephony & recurring tickets

Rapid query resolution with auto-triage & smart queues

Efficient tracking with nudges, live alerts & smart tags

Global support with mobile app & multi-lingual translation

Holistic management with collaboration & audit trails

Measure experiences with built in satisfaction surveys

Globally configured, ready to integrate & deploy

Dashboards & analytics to drive efficiency

## Challenges seen in today's **SERVICEDESKS**

Unilingual UI is globally redundant

Query creation is a long-drawn process

Misinterpreted queries delays resolution

Random triaging fails to tap agent expertise

Mere ticket management fails to drive efficiency

Globally redundant with limited language & accessibility

Limited functionality on multi-expert guidance for resolution

Stand alone systems with longer implementation procedure

Lack of functionality to measure experience and derive insights from



**SERVICEDESK**

# WORKING ITS MAGIC



“

Meet James, the HR and Rick, the Recruitment Lead. Together, they need to ensure a qualitative and happy workforce. Their region has shown higher new hire retention rates and the hires seem happier too! How?

They say it's simple. With the Neeeyamo ServiceDesk, they understand what information new hires look for and the questions they have. Further assessment provides new hire patterns of what tilts them to stay with the company. With this information, they can provide experiences exactly as hires expect there by gaining the advantage of knowing what attracts new hires and what ensures new talent stays!

”

“

Sally, is a HR executive whose one of the many responsibilities is supporting employee queries. The job involves coordination with different departments to get answers. Result – overtime work, neglected high priority tasks.

But now, with the Neeeyamo ServiceDesk, she has more time to focus on strategic initiatives. The ServiceDesk takes care of the employee queries without having them to raise tickets with a continually growing knowledge base of common and trending queries in the organization. In case of a question, they have multi channels to raise queries which is resolved in a jiffy by experts. How cool is that?

”



Explore more impactful  
**USER EXPERIENCES**  
from



# SERVICEDESK

Ask for a **Solution Demo.**

**Call:** +1-888-9-NEEYAM

**Email:** irene.jones@neeyamo.com

**Website:** www.neeyamo.com

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