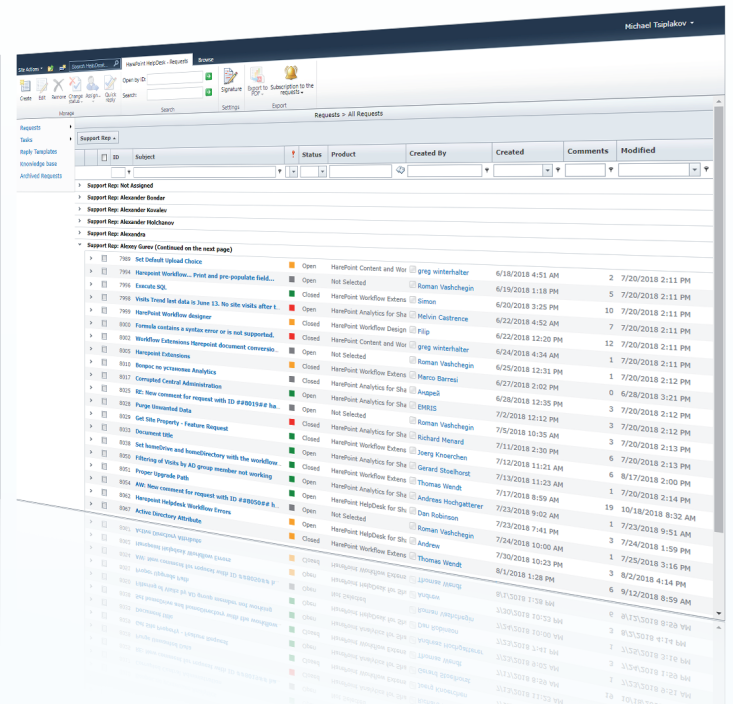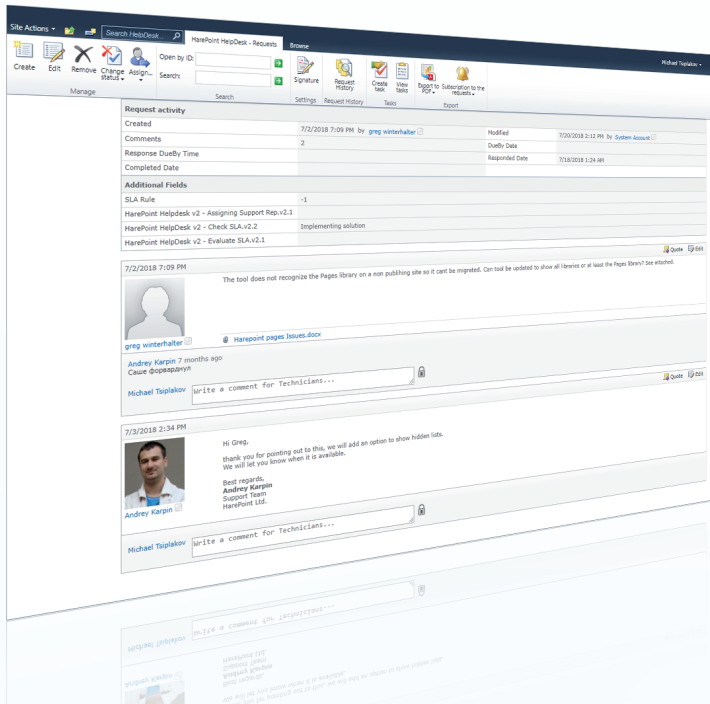# HarePoint HelpDesk for SharePoint

An outstanding helpdesk solution for your SharePoint 2019-2010 environment that boosts the quality of your IT support service to the highest level and ensures efficiency and transparency as well.

What will HarePoint HelpDesk do for your company?

Take requests from a website form or through email and create tickets into a unified list.

Automatically escalate a request if it is not processed in time.

Notify HelpDesk operators about new incoming request or user reply immediately.

Get resolution confirmation from the client.

Prevent SLA violation: track reaction time and escalate or send notifications about expiring requests.

Prepare reports about the quality of support services and provide monitoring of quality indicators.

HarePoint HelpDesk key features:

- Easy deployment, customization and integration
- Convenient and functional interface
- Email-based request submission and responding
- Flexible email notifications
- Auto-assignment to technicians

- Requests escalation
- Quick templates and knowledge base
- Proactive SLA management
- Advanced reporting
- Requests archiving

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