



VOICEGATE SMART HELP DESK & TICKETING MANAGEMENT SYSTEM (VSDTMS)

Resolve Faster. Serve Better. Operate Smarter.

About VSDTMS

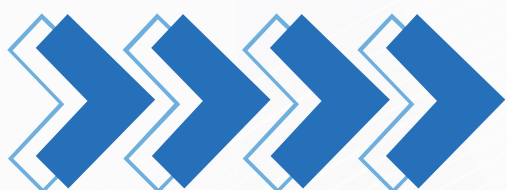
VSDTMS is an intelligent Help Desk and Ticketing Management System designed to streamline issue tracking, automate workflows, and enhance service delivery, ensuring faster resolution, accountability, and improved user experience.

Solution Overview

VSDTMS enables organizations to centralize service requests, automate ticket lifecycle workflows, improve response times, enhance visibility, and deliver efficient customer and employee support.

Why Choose VSDTMS

VSDTMS offers intelligent ticket lifecycle management with SLA-driven automation, a user-friendly interface, seamless integrations, and a scalable platform to efficiently manage support operations.



Core Modules

- Ticket Management System
- Workflow & Automation
- Agent & Support Management
- Dashboard & Analytics
- Multi-Channel Support
- Knowledge Base Management

Key Features

- Centralized ticketing platform
- Automated workflows and SLA tracking
- Real-time monitoring and alerts
- Multi-channel request handling
- Customizable workflows & Audit logs and tracking

Compliance & Standards

- ITIL-aligned practices
- Data privacy compliance (DPDP/GDPR)
- Secure access and audit tracking

Business Benefits

VSDTMS enables faster issue resolution, reduces delays, improves customer satisfaction, optimizes resource utilization, supports data-driven decision-making, and enhances overall accountability.

Contact Info

- info@voicegateindia.com
- www.vghims.com

