

Service Desk

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Overview

A typical service desk team effectively performs several functions for a company. It provides a single (or multiple) point of contact for users to gain assistance in troubleshooting, get answers to questions and solve problems. A service desk generally manages its requests through the use of software such as issue tracking system. The Service Desk module (sometimes referred to as the ticketing module) is an issue tracking management solution with similar features to many common ticketing systems being used today.

The Emersion Service Desk module gives service providers the ability to:

- offer customers the ability to log faults, issues or questions to a selection of predefined ticket queues.
- view, access and action tickets for a customer.
- communicate back and forth with a customer via a ticket keeping all essential correspondence within the ticket.
- assign and reassign tickets to other staff users.
- link a ticket to services to assist in isolating what a ticket might be about.
- leverage the ticket status to manage escalations.

The Service Desk module comes in two packages that are sold separately. All subscribers benefit from the features above, regardless of which package they subscribe to. The two available packages are:

- Retail Service Desk - This is for Retail Service Providers and is fully integrated into the End User Portal allowing end users to create and manage tickets themselves.
- Wholesale Service Desk - This extends the Retail service desk offering to include ticket escalations to a Wholesale service provider if your wholesale service provider uses Emersion.

[See our Service Desk demonstration and training video](#)

Licensing

This feature is available to subscribers of the following:

- ☐ Emersion Core
- ☒ Optional Modules
- ☐ Upon Request (please contact your Account Manager)

Features and How To's

This section contains articles on the various features and how to use them.

Core Features

- [Creating tickets](#)
- [Updating tickets](#)
- [Ticket statuses](#)
- [The ticket lifecycle in the multi-tier environment explained](#)

Optional Features

- [Create new service desk requests via email](#)
 - [Inbound email auto responses](#)
- [Automated email updates to customers](#)
- [Identify / Change Account in Service Desk](#)

Additional Features

- [Configure Service Desk Queues, Categories and Subcategories](#)

Prerequisites

No prerequisites apply to the retail service desk module.

End user portal is required for tickets to be created by end users.

A wholesale service provider account is required for the wholesale service desk module.

What's in this section?

- [Core Features](#)
- [Optional Features](#)
- [Additional Features](#)

Acceptance Test

[Conduct an acceptance test for this module](#)

[What is this?](#)

Dependencies

There is no dependencies for this module. It is a standalone module.

Access Control

Module permissions and powers are used to control access to modules, Powers are used to control access to features of a module, functions, and page sections.

If you are unable to access a given feature and you have checked the permissions and powers, please contact **Emersion**.

Module Permissions

Module Permission	Description
Service Desk Ticketing	Will grant access to Service Desk > Service Request List & Customer > Service Desk
Service Desk - Edit	In addition to above will also grant access to Edit tickets
Service Desk Ticketing - Delete	In addition to above will also grant access to Delete tickets
Service Desk Ticketing - Mailbox Management	Will grant access to Service Desk > Manage Mailboxes
Service Desk Ticketing - My Tickets	Will grant Access to Service Desk > My Tickets

Powers

Power	Description
Service Desk	Placeholder for service desk powers (enable this to enable all powers)
Create customer tickets	Allows tickets to be created for a customer
Delete Service Links	The ability to remove links to services
Escalate to manager	Allow staff from My Tickets to escalate to their manager
Escalate to supplier	Allow a customer's ticket to be escalated to my supplier
Manage escalated tickets	Allow user to filter escalated tickets
Manage mailboxes	Manage mailboxes that tickets are created from
My tickets	Allow access to My Tickets for working with tickets assigned to myself
Raise supplier ticket	Allow a ticket to be created with your supplier

Module Events

The following events may be included in the module.

- Service Provider Updates Service Desk Ticket Notification (#928)
This event will send a notification to the account contact

Module Reports

The following reports may be included in the module.

- Generic Ticketing Report (#1175)
- TIO Report - Service Desk (#952)

Related Articles

- [Creating service desk tickets](#)
- [Updating service desk tickets](#)
- [Outbound Email Configuration](#)
- [How to Link Disputes and Service Desk Tickets](#)
- [Onboarding: Retail Service Desk Module](#)
- [Service Desk Queue Configuration](#)
- [Multi Tier Ticket Escalation Pathway](#)
- [Service Desk](#)
- [Outbound Email](#)
- [Inbound Mail](#)
- [Inbound Email and Gmail's Security Policies](#)
- [Event: Customer Updates Service Desk Ticket](#)
- [Configure Inbound Email Mailboxes](#)
- [Event: Service Desk Inbound Email Auto Response](#)
- [Event: Service Provider Updates Service Desk Ticket](#)