GoTo Resolve

Data Sheet

Conversational Ticketing Feature Spotlight

Turn your messaging system into your help desk



Streamline support by helping employees where they're already working.

GoTo Resolve's conversational ticketing brings the power of an entire ticket management system into Microsoft Teams.

What is conversational ticketing?

Conversational ticketing moves the typical ticketing workflow into a messaging system, allowing employees and agents to create, manage, and comment on tickets seamlessly.

Why conversational ticketing?

- Exponential growth possibilities – MS Teams up 125 million+ since last year.[1]
- Over one million organizations use MS Teams as their default messaging platform.[1]
- On average, 15% of a work week is spent communicating and collaborating internally.[2]
- Employees spend 1 hour a day waiting for answers and almost 2 hours a day searching for solutions.[3]

Less jumping around

Agents and employees alike have one platform for support.

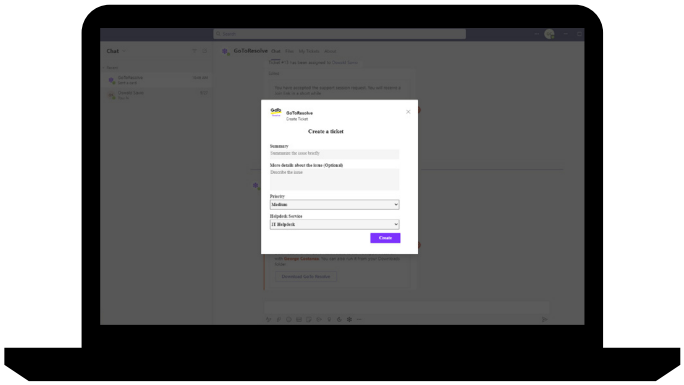
Instant ticketing

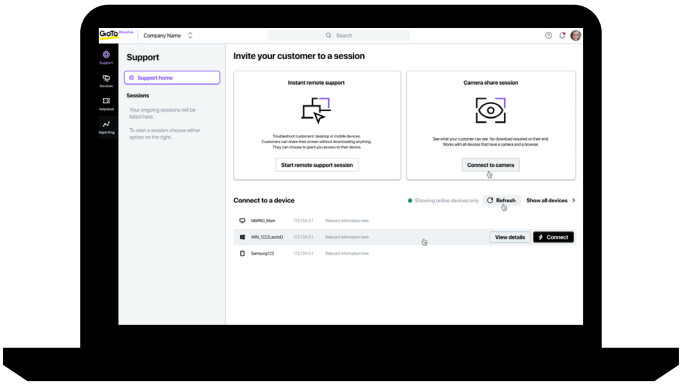
Getting help is as simple as sending a chat.

Optimize productivity

Handle issues from start to solved in a single conversation.

Support has never been easier for employees and agents.





Employee Experience

Get help seamlessly

- Easily turn questions and messages into tickets.
- Employees simply submit their issue in the messaging app as easily as starting a chat with any co-worker.
- Employees can review, comment, and see status updates on their tickets from MS Teams.

A McKinsey study shows that improving internal collaboration through social tools could help raise productivity by as much as 20-25%.[2]

Agent Experience

No more toggling between tools

- Support agents shouldn't need yet more tools. Manage and resolve tickets in one platform.
- Get notifications in the messaging system when a ticket is opened.
- View, comment, and close tickets from the messaging tool.
- Start a remote session from MS Teams to solve issues on the spot.

According to a leading computer science psychologist, each extra task or "context" you switch between eats up 20% of overall productivity.[4]

Beyond the Chat Window

Not ready to go all-in on messaging?

Resolve gives you options. Agents can work from a web-based console, messaging platform, or both. Employees can choose to open tickets by either email or message.

[1] https://www.businessofapps.com/data/microsoft-teams-statistics/
[2] www.mckinsey.com/industries/technology-media-and-telecommunications/our-insights/the-social-economy
[3] www.panopto.com/blog/how-much-time-is-lost-to-knowledge-sharing-inefficiencies-at-work/
[4] https://blog.rescuetime.com/context-switching

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