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# NinjaOne Ticketing

# NinjaOne & Ticketing Datasheet

# NinjaOne Ticketing

Say goodbye to manual ticket management and embrace a seamless, efficient, and context-aware ticketing experience with NinjaOne.

Learn more at niniaone.

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#### Remediate and Automate Service Tickets with a Unified Solution

Built Exclusively for IT Teams NinjaOne Ticketing is a fully Technicians can provide more customizable experience providing in-depth device info and essential actions – remote and remote management, ticketing automation rules and endpoint health alerts to create, route and and essential actions – remote and remote management tools health alerts to create, route and access, scripting, installing apps, -all from a single-pane-of-glass. escalate tickets, ensuring techs etc. - directly from the ticket.

efficient support with unified

Single-Pane Support

Automatically populate critical info into tickets and utilize robust health alerts to create, route and can maximize their expertise

#### **Ticketing Features Designed for IT Team Use Cases**

Act Directly from a Ticket Take common and critical remediation actions without ever leaving the ticket through our unified solution.

eee Easily Manage Tickets Accept, prioritize, route and respond to tickets quickly to meet SLAs, ensuring both agent and end-users are more productive.

Automate Ticketing Workflows Enhance your team's efficiency with customizable condition-based ticket Configurable creation rules and event- and time-based ticket routing automations

Collaboration Made Easy a shared activity feed.

# Quickly Resolve Problems Minimize the impact of wide-spread

issues with automatically populated vital information, system details, etc. within every ticket.

Automation is Key

Self-Service Portal Direct your end-users to the brandable client portal to create, respond to and update tickets, freeing up your technicians' time.

Get a complete inventory of IT assets with live health and performance data for incident context and faster triage.

Collaboration Made Easy Work together more efficiently with an easy-to-use ticket workspace featuring private/public messages, @ mentions and mobile app, ensuring end-users are mobile app, ensuring end-users are Interact with, act on, and assign incoming supported even outside the office.

US (888) 542-4339 / DE +49 (0)50-76758700 / UK +44 (0)20 3880 9027 / FR +33 (0)800 91 09 90 / AU +61 1800 490 516 // sales@ninjaone.com / w



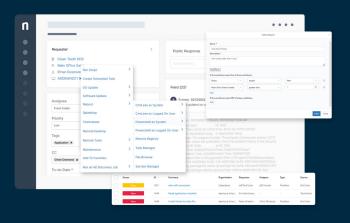
For more information, contact Carahsoft or our reseller partners: NinjaOne@carahsoft.com | 703-871-8585

# NinjaOne Ticketing

Say goodbye to manual ticket management and embrace a seamless, efficient, and context-aware ticketing experience with NinjaOne.

Learn more at ninjaone.com/ticketing-software

ninjaOne.



# Remediate and Automate Service Tickets with a Unified Solution

## **Built Exclusively for IT Teams**

NinjaOne Ticketing is a fully customizable experience providing in-depth device info and essential actions – remote access, scripting, installing apps, etc. – directly from the ticket.

## Single-Pane Support

Technicians can provide more efficient support with unified endpoint management, ticketing and remote management tools -all from a single-pane-of-glass.

#### **Automation is Key**

Automatically populate critical info into tickets and utilize robust automation rules and endpoint health alerts to create, route and escalate tickets, ensuring techs can maximize their expertise.

# **Ticketing Features Designed for IT Team Use Cases**

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## Act Directly from a Ticket

Take common and critical remediation actions without ever leaving the ticket through our unified solution.



## **Easily Manage Tickets**

Accept, prioritize, route and respond to tickets quickly to meet SLAs, ensuring both agent and end-users are more productive.

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## **Automate Ticketing Workflows**

Enhance your team's efficiency with customizable response templates, highly configurable condition-based ticket creation rules and event- and time-based ticket routing automations.



## **Collaboration Made Easy**

Work together more efficiently with an easy-to-use ticket workspace featuring private/public messages, @ mentions and a shared activity feed.



#### Quickly Resolve Problems

Minimize the impact of wide-spread issues with automatically populated vital information, system details, etc. within every ticket.



## Self-Service Portal

Direct your end-users to the brandable client portal to create, respond to and update tickets, freeing up your technicians' time.



## **Active Asset Management**

Get a complete inventory of IT assets with live health and performance data for incident context and faster triage.



## Support on the Go

Interact with, act on, and assign incoming tickets to your top technicians with our mobile app, ensuring end-users are supported even outside the office.

US (888) 542-8339 / DE +49 (0)30-76758700 / UK +44 (0)20 3880 9027 / FR +33 (0)800 91 09 90 / AU +61 1800 490 516 // sales@ninjaone.com / www.ninjaone.com

# **Ticketing Overview**

Our overview board gives you a top-level snapshot of your tickets across your environment, while our individual ticket view provides context-rich information and allows for one-click remediation.

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1490	Add To Favorites		Phone: 1234568856		

# Market Leading Time to Value

# **Maximize Resolution Times**

Triage directly from a fully detailed ticket with single-click remote management actions or single-click navigation to the device for the full breadth of NinjaOne's endpoint management capabilities.

## **Customizable Environments**

Set up your ticketing environment to align with how your team works with highly flexible and customizable ticketing boards, unlimited support email captures and boundless custom fields.

#### **Resolution Reporting**

Grant your technicians the gift of full transparency with devicelevel reporting on key KPIs like mean time to resolve, one touch resolution, and first response time.

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	06/10/2023 4:05 AM	Ope			Approval Field	×	00:00:00	Organization: Clean Teeth
	06/09/2023 4:00 AM	Ope			Subject	×	00:00:00	Organization: Clean Teeth
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For more information visit our website at www.ninjaone.com/ticketing-software



Thank you for downloading this NinjaOne Datasheet! Carahsoft is the distributor for NinjaOne MultiCloud and Education Technology solutions.

To learn how to take the next step toward acquiring NinjaOne's solutions, please check out the following resources and information:

For additional resources: carah.io/NinjaOneResources



For additional NinjaOne solutions: carah.io/NinjaOneSolutions

To set up a meeting: NinjaOne@carahsoft.com 703-871-8585 For additional MultiCloud and Education Technology solutions: <u>carah.io/NinjaOneSolutions</u>



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