



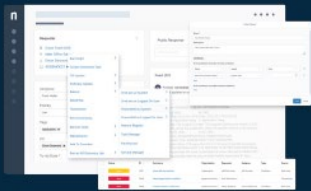
NinjaOne Ticketing

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 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



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.




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

carahsoft

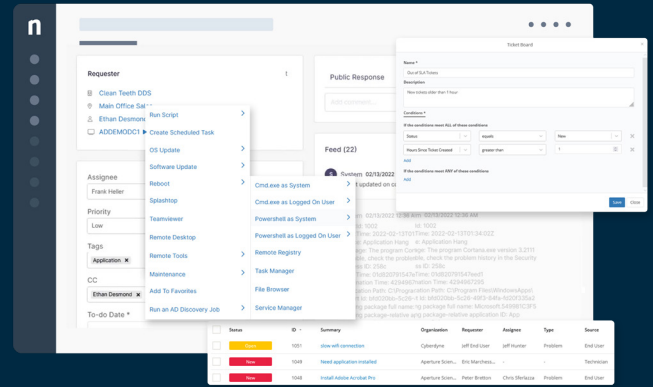
For more information, contact Carahsoft or our reseller partners:
NinjaOne@carahsoft.com | 703-871-8585

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



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.



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.

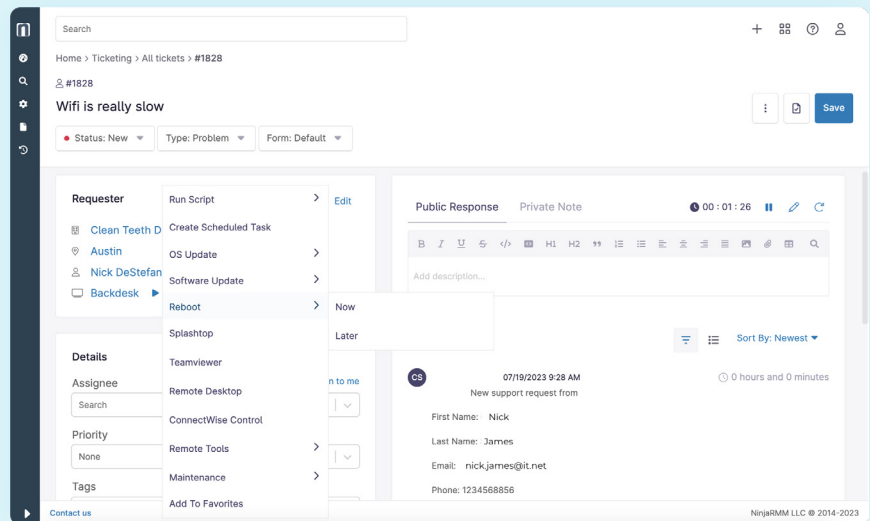


Support on the Go

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.

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.



Market Leading Time to Value

Maximize Resolution Times

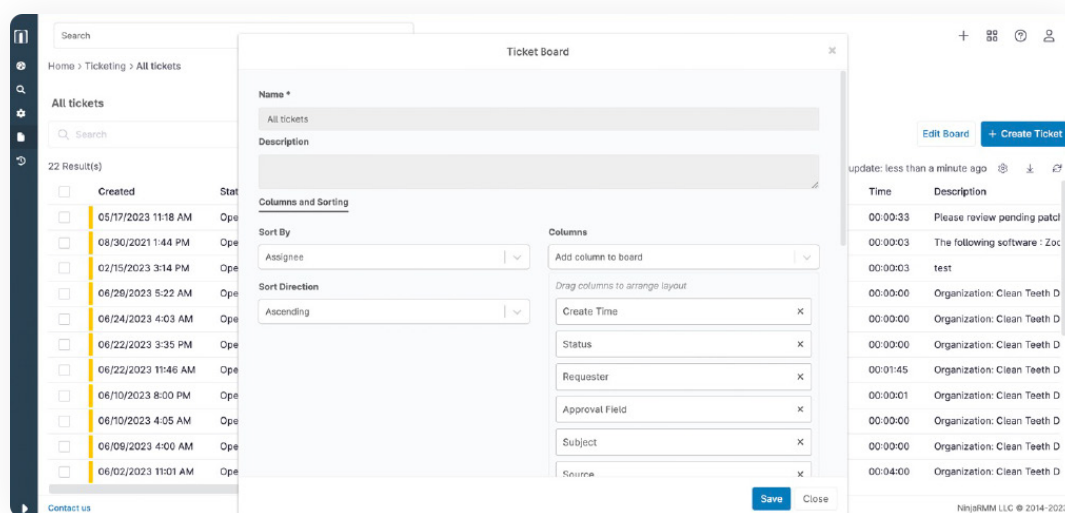
Triage directly from a fully detailed ticket with single-click remote management actions or single-click navigation to the device for the full breadth of NinjaOne's endpoint management capabilities.

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 device-level reporting on key KPIs like mean time to resolve, one touch resolution, and first response time.





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



For additional MultiCloud and
Education Technology solutions:
carah.io/NinjaOneSolutions



To set up a meeting:
NinjaOne@carahsoft.com
703-871-8585