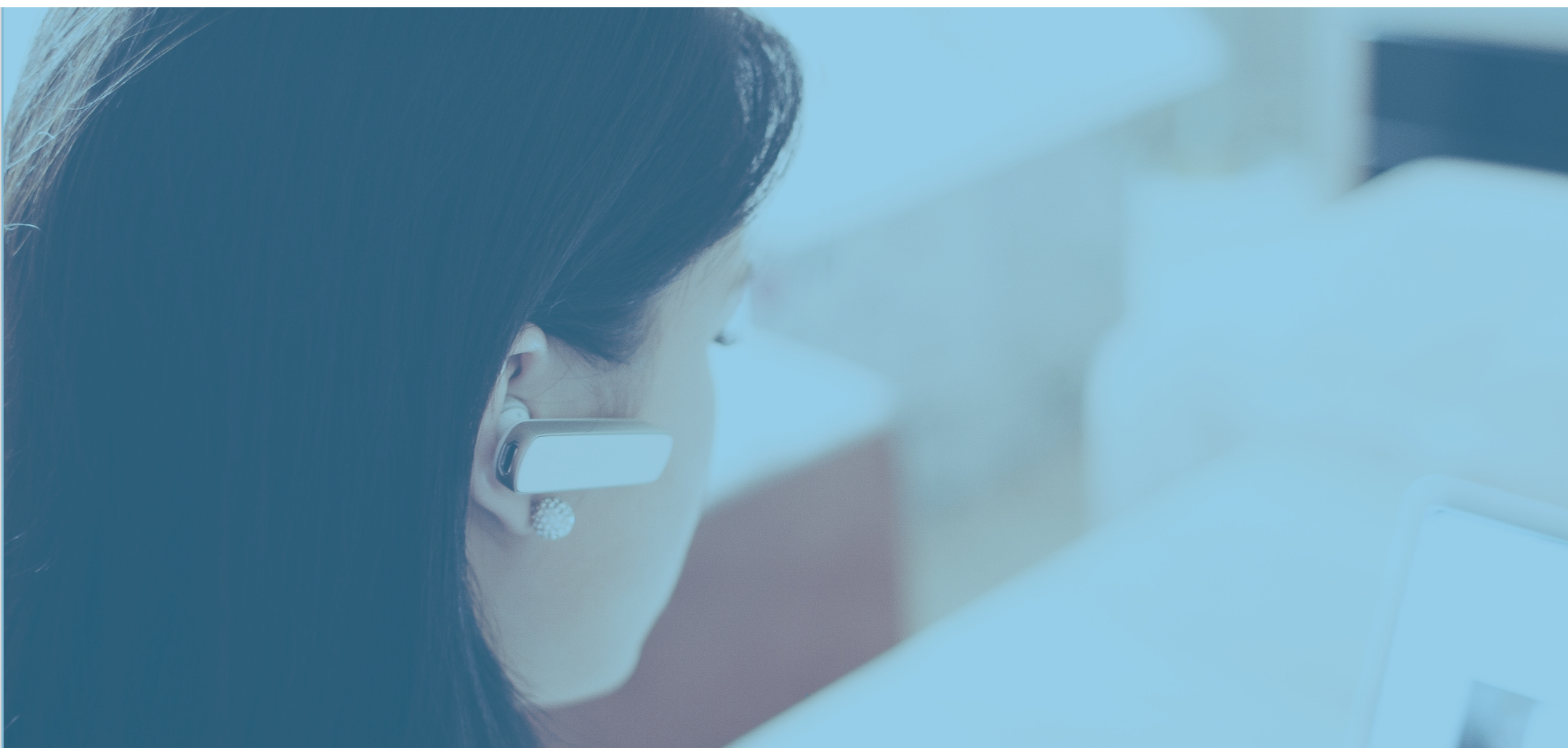# Bludrive Support Manager

Software-defined service desk

PRODUCT DESCRIPTION

Bluedrive Support Manager is a modern distributed service desk solution allowing organization to conduct all customer service operations from a single pane of glass while enforcing and automating best practices.

Main features

UNIQUE SERVICE ACCESS POINT

View everything from a single interface (issues, KB records, instant messaging, call-center features, etc.)

INSTANT MESSAGING

Telegram-based, with support for chatbot integration

AUTOMATED TICKET MANAGEMENT

The system takes care of shifting tickets when responsible staff changes

EASY INTEGRATION

With issue management and knowledge database tools (Atlassian Jira & Confluence)

PHONE CALL NOTIFICATIONS

Enables the notification of service desk staff for relevant issues via automated phone calls. Excellent for on-call operations.

MOBILE APP

With support for iOS and Android

BLOCKCHAIN STORED AUDIT TRAIL

Save an immutable history of actions and records

ENHANCED PHONE-BASED SUPPORT EXPERIENCE

Allow service desk staff to answer support calls from any location using their own mobile phone.

BLUEDRIVE
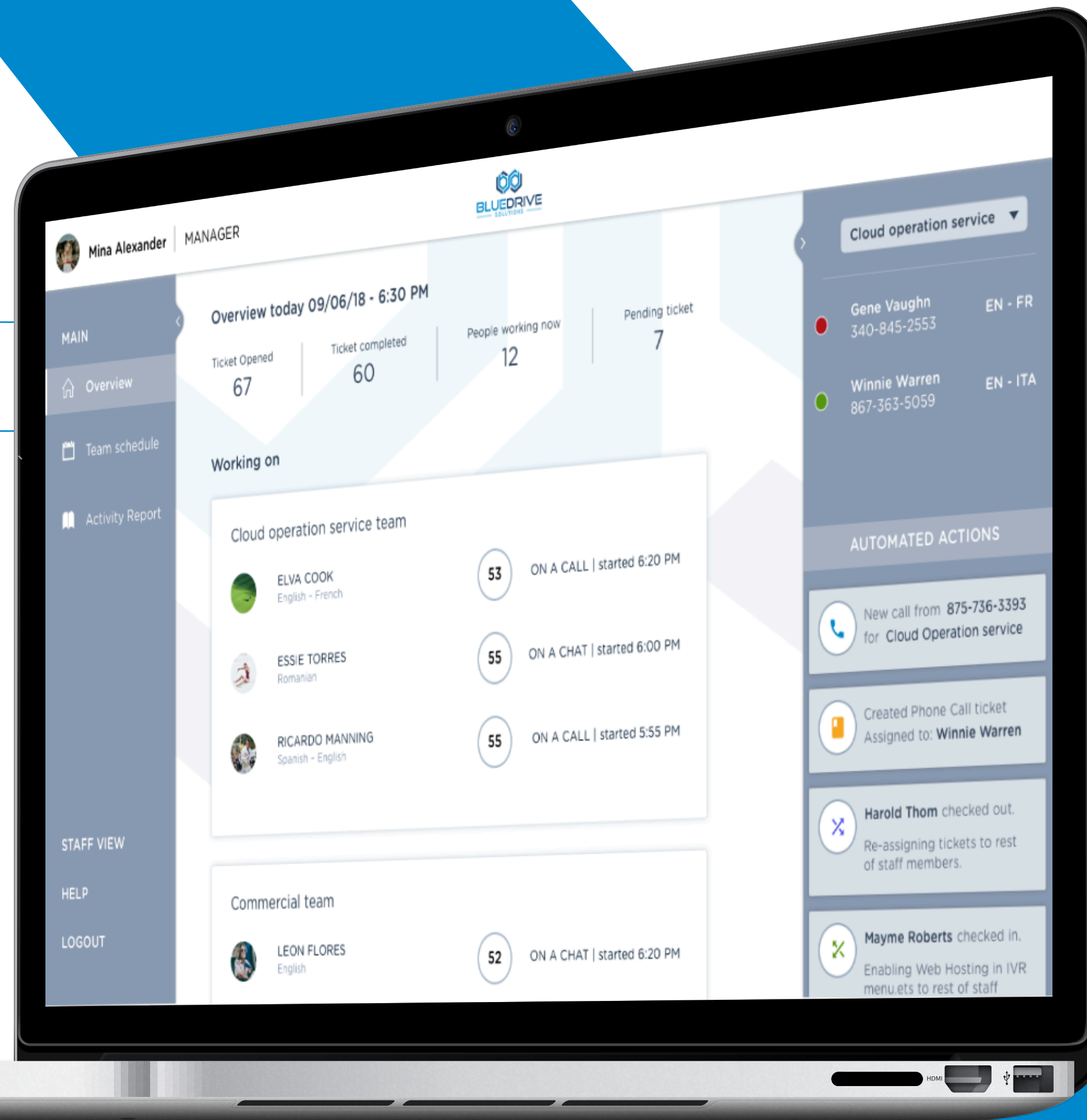SOLUTIONS

SINGLE PANE OF GLASS

Control everything from a single interface that integrates all your critical support tools, including ticketing, knowledge base and instant messaging.

SOFTWARE DEFINE YOUR SERVICE DESK

Create and manage the flow of support calls from the application. Dynamically direct calls and incidents based on staff availability, knowledge and language skills.

LOCATION IS NOT A LIMIT

Staff members can check-in and check-out of the service desk anytime, from anywhere. They can simply take support calls on their mobile phone, from the comfort of their home.

BLUEDRIVE SOLUTIONS

BLUEDRIVE SOLUTIONS

Mina Alexander | MANAGER

Cloud operation service ▾

Gene Vaughn   EN - FR
340-845-2553

Winnie Warren   EN - ITA
867-363-5059

Overview today 09/06/18 - 6:30 PM

Ticket Opened	Ticket completed	People working now	Pending ticket
67	60	12	7

MAIN

⌂ Overview

📅 Team schedule

📖 Activity Report

Working on

Cloud operation service team

ELVA COOK
English - French   53   ON A CALL | started 6:20 PM

ESSIE TORRES
Romanian   55   ON A CHAT | started 6:00 PM

RICARDO MANNING
Spanish - English   55   ON A CALL | started 5:55 PM

STAFF VIEW

HELP

LOGOUT

Commercial team

LEON FLORES
English   52   ON A CHAT | started 6:20 PM

AUTOMATED ACTIONS

📞 New call from 875-736-3393 for Cloud Operation service

Created Phone Call ticket Assigned to: **Winnie Warren**

Harold Thom checked out. Re-assigning tickets to rest of staff members.

Mayme Roberts checked in. Enabling Web Hosting in IVR menu.ets to rest of staff

ONE BUTTON STAFF CHECK IN

Start your shift by pressing a button in the mobile app. Close it flawlessly in the same way, while the pending tickets are directed to the other available staff in a smart way.
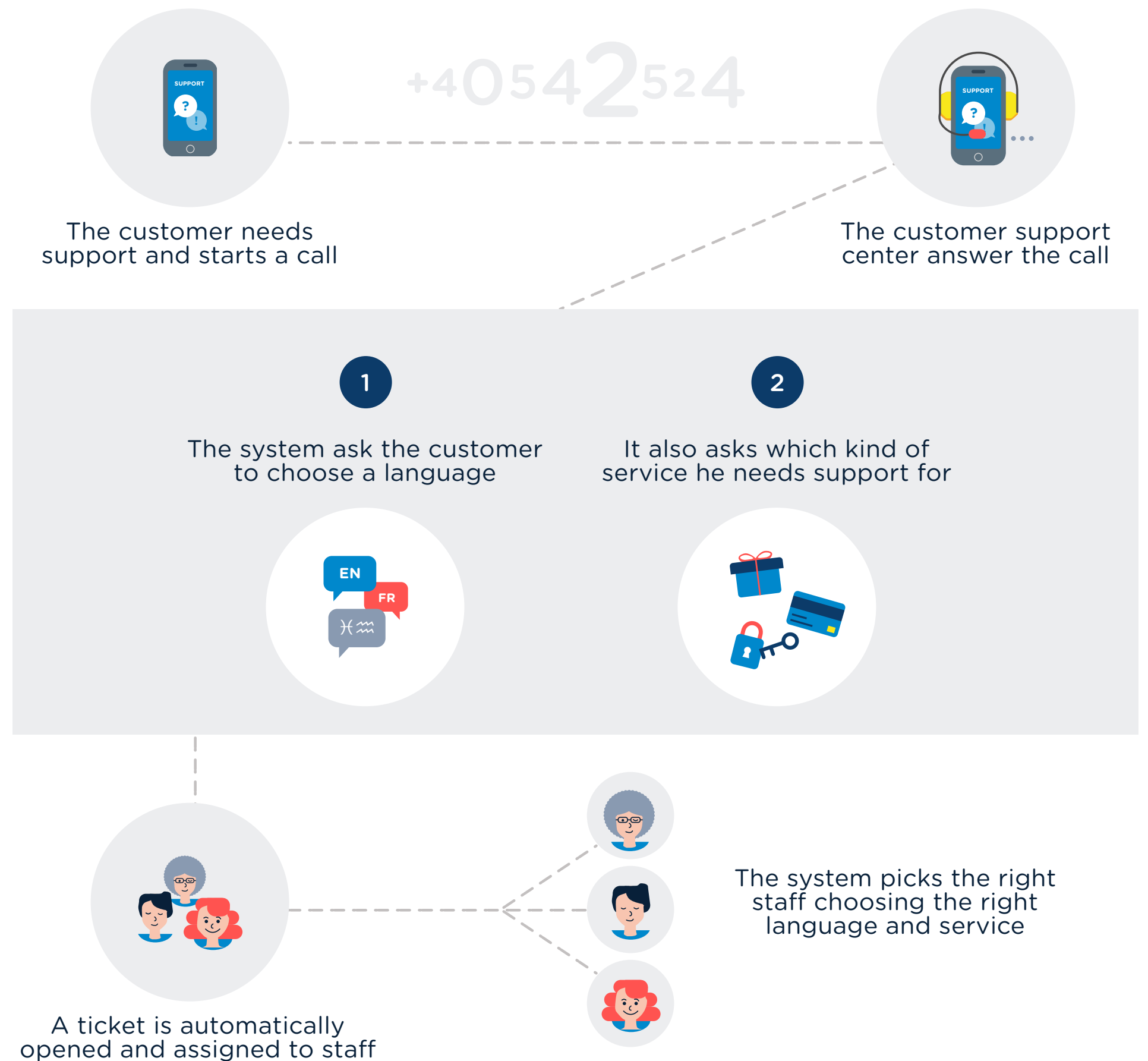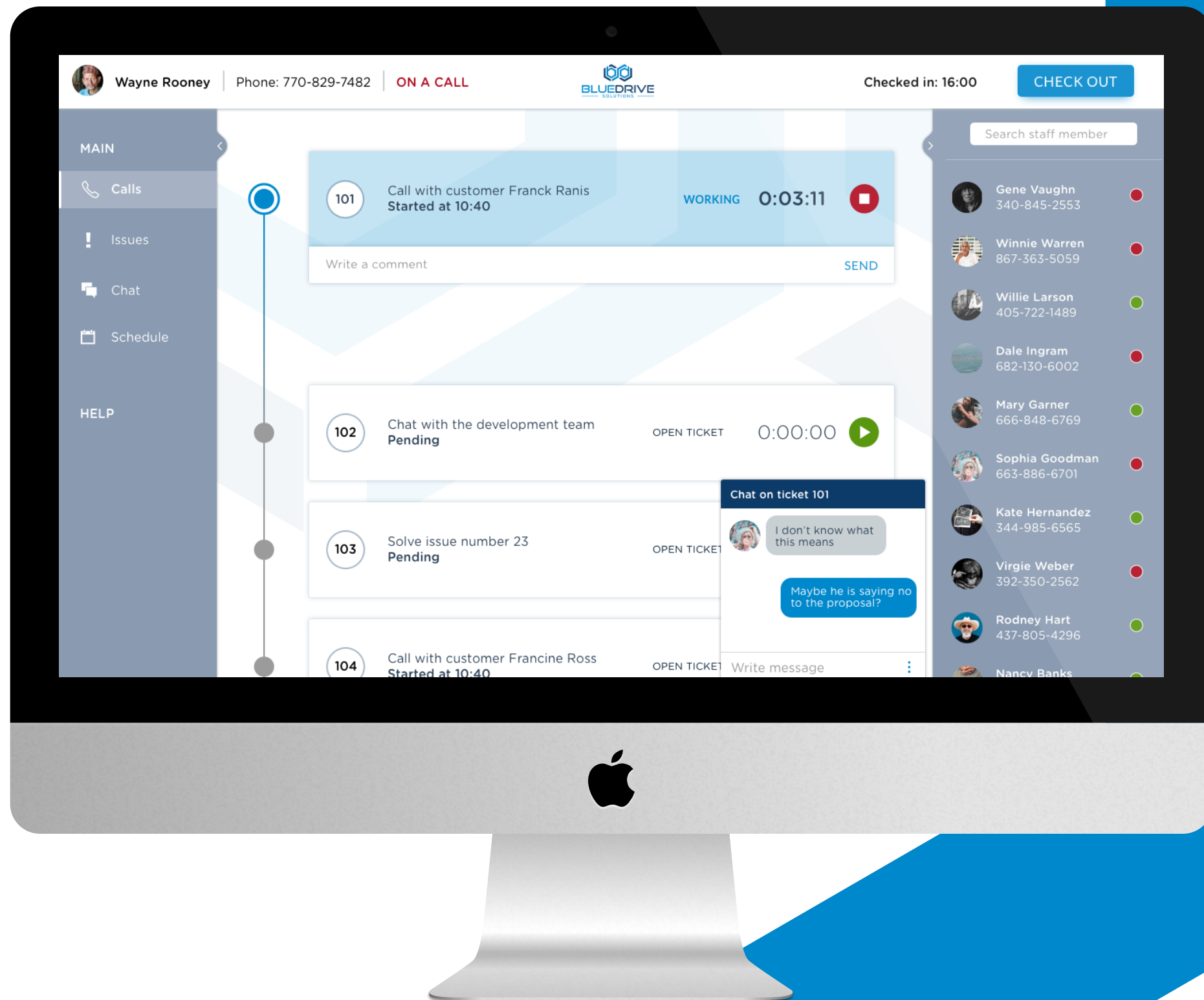
SCHEDULE AND FORGET

Define the schedule of your team and let the Support Manager direct tasks to them based on it.

NEVER MISS A TICKET DURING ON-CALL

The system can automatically call the responsible staff members when a new ticket is created making sure that relevant incidents are not missed.

PHONE CALLS ARE DIRECTED
based on language and services

+40542524

The customer needs support and starts a call

The customer support center answer the call

1 The system ask the customer to choose a language

2 It also asks which kind of service he needs support for

The system picks the right staff choosing the right language and service

A ticket is automatically opened and assigned to staff

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SOLUTIONS

LOG EVERY CALL

Support Manager will automatically create a ticket in the issue management system when calls are answered, thus enforcing your staff to log everything.

STAY IN CONTROL

Keep an eye on your team and follow their activity and load. Take informed smart decisions based on the advanced reports provided.

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IMMUTABLE TRAIL

Save all support activity data in blockchain and make sure that you will always have a copy of the real course of action.

BE MOBILE!

Work and follow activities from your mobile device. Get push notifications for critical incidents and when things don't work as expected.
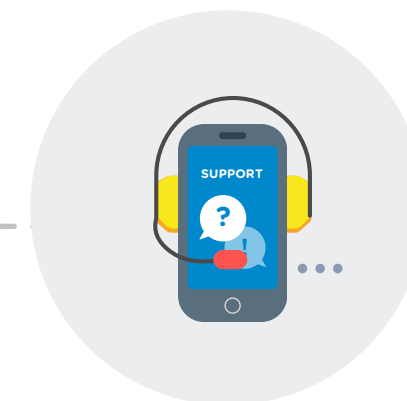
SIMPLE AUTOMATED CALLS
Support Manager calls your staff once a new ticket is created

A new ticket is open in Jira and assigned to specific staff person

Support Manager is configured to calls to staff on the phone

The software automatically calls responsible of the staff on the mobile phone

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Pricing

WE HOST
WE MANAGE

€**50**/MONTH

Price per staff
min 150 euro / month

YOU HOST
YOU MANAGE

€**180**/YEAR

Price per staff
Annual billing

VAT not included in the prices.

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