★★★★★

AI-Powered. User-Focused.
NITRO Help Desk

Finally! A help desk ticketing system for Microsoft 365 and Teams that really works. Leveraging the power of M365, SharePoint, and Teams platforms, NITRO Help Desk delivers all the features you need for superior service delivery.

Easy to use Features

Single Sign-On	Mobile App
Native Teams App	AI-Powered KB Copilot
Omni-Channel Support	Service Level Agreements
Full Automation	Ticketing Automation

AI-POWERED FIRST RESPONDER

Sentiment analysis understands tone and prioritizes tickets accordingly

Intelligent routing to auto-distribute tickets more efficiently

Auto-categorization groups tickets based on category types

Auto-prioritization sets priority based on content

STAFF AUGMENTATION

AI-generated email responses with relevant, contextualized answers

Staff Copilot provides easy access to known solutions for IT issues

Ticket Summarization quick view of pertinent information

USER SELF-SERVICE

KB Copilot empower users to self-serve issues 24/7

NLP-based Knowledge Base suggests articles using natural language

Measure & Track Service

Work Log Time Tracking

REPORTING & DASHBOARDS
Visual displays of ticket status, assignment, quantity, priority, overdues, and more. Use built-in reports, or create your own using Power BI, Excel, or other reporting tools to generate reports.

Full incident tracking, time tracking and tracking by project with reporting on service levels and automatic escalation. Satisfaction surveys linked to at completion of request.

KNOWLEDGE BASE LIBRARY
Build-your-own set of KB articles for user self-service or easy staff reference. Leverage the power of AI to deliver more effective results.

AUTOMATIC TICKET ROUTING
Sends ticket to the correct person or group for handling, speeds resolution. Leverage round-robin or load balance assignment to deliver faster service.

SUBTASKS & PARENT/CHILD
Tickets and tasks can be linked and set up in a parent/child relation to group associated activities together.

CONTACT US TODAY!
+1 (925) 478-3110 | SALES@CROWCANYON.COM | WWW.CROWCANYON.COM