

# KronoDesk

## Help Desk Simplified

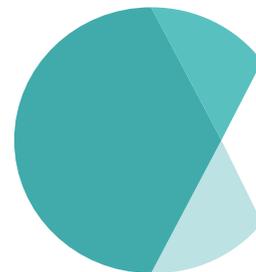


### You'll Love Using Kronodesk

Focus on helping customers, not the tools to support them. Kronodesk is beautiful on the outside and powerful on the inside. You'll be up and running in moments so you can focus on keeping your customers happy.

### Your Customers Will Love You

Kronodesk will help your customers help themselves. When they need you, Kronodesk's powerful ticketing system lets them contact you from anywhere. And they can track it all from a one-stop-shop support hub.



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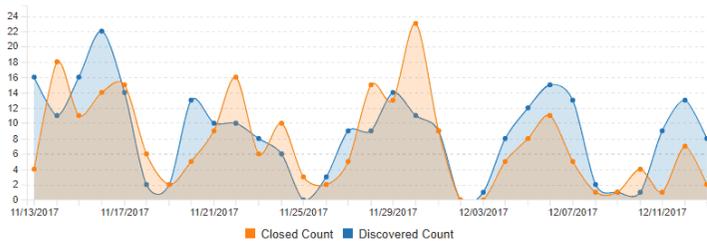
[inflectra.com/kronodesk](http://inflectra.com/kronodesk)

*"It provides all the functionality that is needed to run a helpdesk off of and for the tracking, assigning, and communication of problems for customers. It also provides forums and a knowledge base so customers may browse similar or the same problem and find a solution before the helpdesk is required."*

IT Manager

## Product Screenshots

Ticket Progress Rate Chart



## The installer does not recognize my version of Windows



Monday, December 12, 2017 7:34:00 AM

**Eric W Employee**

Unfortunately, we know longer support Windows XP. I recommend seeing if you can upgrade or use a different machine.



Tuesday, December 13, 2017 5:00:00 AM

**Carla T Customer**

OK thanks. We will use our W10 machine then.

## Feature Highlights

Manage and respond to tickets quickly and easily from any device, or via email

Customize the help desk to your needs with custom fields, priorities, and workflows

KB articles are deeply integrated with the help-desk, so customers can get the help they need fast

Built-in support forums let your customers help each other, and get updated by email or RSS

Central dashboard lets agents monitor forum posts at a glance

KronoDesk works seamlessly with SpiraTeam to provide an end-to-end flow of information from your customers to your developers and product managers

Customizable reports give a birds eye across all of your support, at a glance

## KronoDesk From Inflectra: Software Built For You



As many users, agents, tickets, KB articles, API calls as you want. All pricing is based on concurrent agents.



Our one goal is to help you succeed. We care deeply about giving you the best quality service and support you've ever had.



Flexible options to make your life easier. Use on desktop or mobile; your servers or our cloud.

Visit us at [www.inflectra.com](http://www.inflectra.com) for a free trial

Or get in touch with us: [sales@inflectra.com](mailto:sales@inflectra.com), 1-866-572-5878 or +1 202-558-6885 (international)