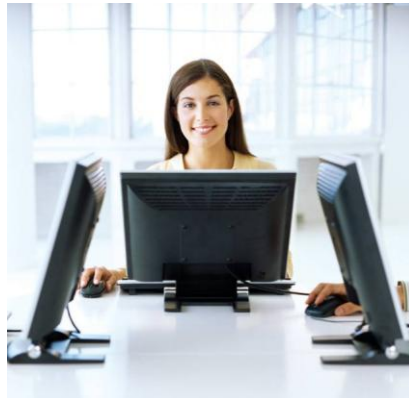


Netcellence Technologies

Bringing Software-as-a-Service (SaaS)

Helpdesk 2.0

Helping you Serve your Customers better



- Manage, Track and Control your Customer requests. Enhance Customer Satisfaction by providing visibility and transparency.
- No Hardware to buy, No Software to install. All you need is a browser and an Internet connection to get started!
- Based on SaaS (Software as a Service), it delivers on Demand Service, whether you are in your office, working from home or travelling.
- Simple and affordable pricing model based on per user subscription per organization.

Track, Control, Manage and Respond Customer Service Requests

Helpdesk 2.0 - Helpdesk and Email Management Software

As companies start to grow, so do their needs. Support requests start from a *Walk to the person* to *Telephone* to *Email*. What next? Not ready for a customized software to manage your support department or buying *off-the-shelf* product? Not ready to invest in the Server and manage it? Not ready to pay for its customization to meet your needs.

Helpdesk 2.0 is a product for you.

Helpdesk 2.0 is developed keeping the requirements of growing organizations in mind. It provides desktop application functionality, while working inside a browser. It uses Web 2.0 features to give you an ultra fast response, while being light-weight on your Internet bandwidth.

Helpdesk 2.0 integrates seamlessly with your Support Email Address thus providing familiar ease-of-use.

Helpdesk 2.0 can be used for many support departments together. Most of the details are configurable per organization. So it becomes a unified single window for interacting with all Support functions of an organization, thus encouraging tracking and accountability on the support functions to respond to the users (Employees) in a timely manner.

Helpdesk 2.0 incorporates the best practices in the industry and is continuously improving and bringing forth additional benefits without a need to buy any upgrades or maintenance contract.

Pilot it for your organization's support function and you'll not need any other product ever for this.

HELPDESK

Helpdesk is the Control Dashboard to Log, View, Assign and Resolve Customer Queries, Requests and Trouble Tickets.

ON DEMAND SOLUTION

With no IT Infrastructure footprint, it empowers the support departments to do their job Online, Anytime Anywhere, 24x7x365.

Software as a Service

Software as a Service is the subscription based On Demand software delivery model, whereby the Software Application is delivered and used as a Service, rather than buying it as a product, thus eliminating the per user licensing cost.

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