

Unified Service Mangement & Automation Platform

asista®

Indicates New Features

Sl.No	Product Features	Lite	Standard	Pro	Enterprise
(I) General / Helpdesk Operations					
1	Supports portal customisation (Brand and Theme)	✓	✓	✓	✓
2	Supports multiple Service/Support Team	✓	✓	✓	✓
3	Customizable agent skill levels and team mapping for Ticket Auto Assignment	✓	✓	✓	✓
4	Supports single or multiple (Cross) Team Supervisor for supervising their Teams	✓	✓	✓	✓
5	Supports Helpdesk Role to handle customer interactions	✓	✓	✓	✓
6	Supports Manager Role for department level visibility	✓	✓	✓	✓
7	Feature to write Public and Private Notes in tickets	✓	✓	✓	✓
8	Audit / activity log to capture Ticket Event details	✓	✓	✓	✓
9	Supports field service Agent to handle field level operations with Geo location / Pin Code rotuing	✗	✓	✓	✓
10	Supports multiple and customisable CSAT Survey for user/customer satisfaction analysis using Star Rating & Emoji icons	✓	✓	✓	✓
11	Customer domain with SSL(One Domain) configuration	Add-On	Add-On	Add-On	Add-On
12	Provided as Software-as-a-Service (SaaS) in-order to off-load manageability burden to organisation and better uptime.	✓	✓	✓	✓
(II) Support Channels					
13	Supports Web Portal and Web Widget type for ticket creation	✓	✓	✓	✓
14	Email based tickets creation and updation.	✓	✓	✓	✓
15	Supports App Integration with NMS/Asset/Cloud/Enterprise application for ticket creation via API	✗	✓	✓	✓
16	Supports Social Channels like Facebook, Twitter for ticket creation	✗	✓	✓	✓
17	Mobile App – Android and iOS	✓	✓	✓	✓
18	Supports Mobile SDK for integration with customers native mobile app	✗	✓	✓	✓
(III) Ticket Management					
19	Operations Dashboard with drill-down feature	✓	✓	✓	✓
20	Supports Incident Management (Workflow, Forms and Automation)	✓	✓	✓	✓
21	Supports Service Request Management (Workflow, Forms and Automation)	✗	✗	✓	✓
22	Supports Service Catalog Management (Workflow, Forms and Automation)	✗	✗	✓	✓
23	Supports Problem Management (Workflow, Forms and Automation)	✗	✗	✗	✓
24	Supports Change Management (Workflow, Forms and Automation)	✗	✗	✗	✓
25	Supports custom ticket fields creation for capturing input from user	✓	✓	✓	✓
26	Supports custom ticket form for Registered & Anonymus users	✓	✓	✓	✓
27	Supports custom ticket states with Role based access configuration	✓	✓	✓	✓
28	Supports multiple and controlled state views for mapping with appropriate ticket category	✓	✓	✓	✓
29	Supports creation of custom ticket category and related workflow	✗	✓	✓	✓
30	Ticket re-opening with grace period control	✗	✓	✓	✓
31	Mandatory form fields while doing state change	✗	✓	✓	✓
32	Supports of Scheduled/Automated Ticket for appropriate ticket category selection and Teams/user mapping. Also supports on Daily/Weekly/Monthly/Quarterly/Annually schedule.	✗	✓	✓	✓
33	Time-Sheet / Effort Recording and reporting	✗	✗	✓	✓
34	Apply advanced real-time filters in Ticket Listing and Dashboard pages	✗	✓	✓	✓
(IV) Task Management					
35	Tasks/Task Groups can be defined within a ticket	✓	✓	✓	✓
36	Automated and manual task list creation based on business rule	✓	✓	✓	✓
(V) Service Management					
37	Supports department/type wise Service Catalog Management along with custom fields and parameter mapping	✗	✗	✓	✓

38	Supports Service Request Management with Cost component and Approval process	×	×	✓	✓
39	Supports creation and updation of Multiple Catalogs	×	×	✓	✓
40	Customizable workflows for Catalog/Category/Item	×	×	✓	✓
41	Supports Custom Images for Catalog, Category and Item	×	×	✓	✓
42	Supports Multiple Categories for Multiple Workflows	×	×	✓	✓
43	Can do assignment Rules based on Catalog/Category/Item	×	×	✓	✓
(VI) Approval Workflow					
44	Approvals can be easily managed with approval workflow	×	✓	✓	✓
45	Multi-level approvals	×	×	✓	✓
(VII) Collaboration					
46	Can configure CC and Follower Support to notify/action with additional stakeholders apart from User & Agent	✓	✓	✓	✓
47	Supports Scheduling Google and O365 Calendar invite through ticketing platform itself.	×	✓	✓	✓
(VIII) Automation					
48	Automate the incoming Ticket with User/Item/Ticket parameters by executing automations like Ticket Assignment & Notification to Team Bucket/Agent/Team RR Agent/Supervisor/Item Owner, SLA/Priority/State actions	✓ #	✓	✓	✓
49	Also supports Event Triggered Automations . This helps to write automation during the life-cycle of the ticket.	✓	✓	✓	✓
50	Supports Time based Automation - to perform specific automation based on the time-lapse of the specific ticket.	×	✓	✓	✓
51	Supports Multi-rule execution for complex process automations	×	✓	✓	✓
52	Supports Multiple Business Process Workflow (Department Automation)	×	✓ #	✓	✓
53	Supports Round Robin algorithm for ticket allocation to Agent/Supervisor/Item Owner	×	✓	✓	✓
54	Supports Agent availability validation for ticket allocation (Before allocating calls to agents/technicians)	×	✓	✓	✓
(IX) Self Service					
55	Supports Public Knowledge Base Article mapping (file type PDF/Word/Videos/Image/HTML content)	✓	✓	✓	✓
56	Supports provide Private Knowledge Base Article mapping (file type PDF/Word/Videos/Image/HTML content)	✓	✓	✓	✓
57	Supports Team wise KB allocation and management	✓	✓	✓	✓
58	Supports solution creation and documentation into Known error DB / KB	✓	✓	✓	✓
59	Auto Suggest Article - Automatically suggest relevant article while user is creating the ticket	×	✓	✓	✓
60	Download KB article in editable format	✓	✓	✓	✓
61	Supports AI Answer Bot	Add-On	Add-On	Add-On	Add-On
(X) Assets / Items					
62	Supports Asset/Items Based Ticketing	×	✓	✓	✓
63	Supports Asset/ Items Import / Export	×	✓	✓	✓
64	The solution should provide Basic Asset/Items - Custom Fields	×	✓	✓	✓
65	Supports Asset based automation	×	✓	✓	✓
66	Supports Manual Asset Addition by user - his own asset	×	✓	✓	✓
67	Supports Advanced Asset/Item Management - Full Asset Life Cycle Management (*Add on module)	×	✓	✓	✓
(XI) Product Based					
68	Supports Product Based Ticketing	✓	✓	✓	✓
69	Supports Product specific routing	✓	✓	✓	✓
70	Supports Product Specific Workflow	✓	✓	✓	✓
71	Supports Product Custom Fields	✓	✓	✓	✓
(XII) Service Level Management (SLA)					
72	Supports Multiple SLA Policy creation	×	✓ #	✓	✓
73	Supports Multiple Business Hours with Time Zone and Holiday selection while creating SLA Policies	×	✓	✓	✓
74	Its possible to write SLA Automations based on variety of ticket condition - New Ticket and Event Triggered	×	✓	✓	✓

75	Supports SLA Response & SLA Resolution Pre breach remindes and post breach sla violation notification through Email/SMS	✗	✓	✓	✓
76	Assingment of SLA based on Ticket, Company, Location and Items parameters.	✗	✓	✓	✓
77	Set-up custom resolution during the Life-cycle of the ticket by updating new target time	✗	✓	✓	✓
(XIII) Machine Learning and Artificial Intelligence (ML/AI)					
78	Supports Real-time Sentiment analysis of user and notify/escalate based on the score	✗	✓	✓	✓
79	Machine learing based Self Assist with relavent knowledge base article suggestion tp the Agents/Technicians based on the ticket information	✗	✗	✓	✓
80	Machine learning based Ticket Classification	✗	✗	✓	✓
(XIV) Reports and Dashboard					
81	Agent/Supervisor and Manager Dashboard	✓	✓	✓	✓
82	All state Dashboard widget				
83	Different types of Report	✓	✓	✓	✓
Ticket Reports					
84	Ticket Call Report	✓	✓	✓	✓
85	Re-opened Tickets Report	✓	✓	✓	✓
86	State Hold Time Report	✓	✓	✓	✓
87	State Count Report	✓	✓	✓	✓
88	MTTx Report (Mean-Time-To-Respond, MTT-Resolve and Mean-Time between Response-to-Resolution)	✗	✓	✓	✓
SLA Reports					
89	SLA State (Stage-wise) Report	✗	✓	✓	✓
90	SLA Compliance Report	✗	✓	✓	✓
91	SLA Detailed Ticket Report	✗	✓	✓	✓
CSAT Reports					
92	CSAT Survey Analysis Report	✗	✓	✓	✓
93	CSAT Survey Score Report	✗	✓	✓	✓
94	Time-Sheet Report on Billable & Non-Billable Support tickets	✗	✓	✓	✓
95	Approval report	✗	✓	✓	✓
96	Task Report	✗	✓	✓	✓
Additional Report features					
97	Group by various fields (Group by Company/Application/Location/Support Team / Type of Ticket / User wise)	✓	✓	✓	✓
Customization					
98	Customisable additional report fields	✓	✓	✓	✓
Filters					
99	Apply many filters in the reports and get desired output.	✓	✓	✓	✓
Report Scheduling					
100	Reports can be scheduled to be delivered over email as Excel, CSV or PDF reports.	✓	✓	✓	✓
(XV) Notification					
101	Configurable / Controlled Notification on various ticket events	✓	✓	✓	✓
102	Customisable Notification Templates	✓	✓	✓	✓
103	Supports Rule Based Notification on Ticket / Assignment/Category/SLA /Time based events	✓	✓	✓	✓
104	Customisable Email List / Grouping for notification profile configuration	✓	✓	✓	✓
105	Supports Email / SMS mode of Notification	✓	✓	✓	✓
(XVI) App Integration					
106	Supports in-bound Integration from 3rd Party Applications(NMS/ITAM/Cloud/Enterprise application) using API Integration	✗	✓	✓	✓
107	Outbound Integration to 3rd Party Applications(NMS/ITAM/Cloud/Enterprise application) using Webhook function	✗	✓	✓	✓
(XVII) Field Service Management (FSM)					

108	Fuly functinal Andriod and iOS version mobile app for agents/technician (Freely downloadable from Google Play Store or Apple App Store)	✓	✓	✓	✓
109	Location Based call routing: Supports call routing / allocation to agents/technician based on Country, State, District, City and Area.	✗	✓	✓	✓
110	Pincode Based call routing: Supports call routing / allocation to agents/technician based on the PINCODE	✗	✓	✓	✓
111	Agent availability tracking: Track field agent availability based on his sign-in in the mobile app. Ad-hoc availability attendance marking (from web and mobile app)	✓	✓	✓	✓
112	Agent availability tracking:Option for agent to set his availability from the mobile app (provided such permission is given by the administrator)	✓	✓	✓	✓
113	Happy Code : Get SMS or Email based OTP confirmation from customer/user before closing the call in order to avoid fradulent operation by agents/technicians. This is called "Happy Code" or "Smile Code"	✗	✓	✓	✓
114	Reports based on Country, State, District, City and Area to analyse Field service metrics.	✗	✓	✓	✓
	# - Based on ASISTA Plan, please check in asista.com pricing page				