

# BOSSDesk®

## ITSM On-Premise and Cloud-Hosted

Turning ticket management into an exceptional customer experience!

Here's what our customers say...

### ABOUT THE FUNCTIONALITY

"Best Help Desk software we've ever used. We've been able to customize and implement custom ticketing queues in several different areas of our organization, including Fleet Services, Building Maintenance, and Communications with more to come. A very positive experience."

~Kurt W., Systems Administrator

"BOSSDesk is an all encompassing help desk tool. There are so many features and tools to ensure that our requests and tickets are expertly organized and stored. Going to OnPrem has given us even faster performance."

~Brad F., IT Support Tech

### ABOUT OUR SUPPORT

"They have exceptional customer service, are quick to respond, and overall extremely attentive."

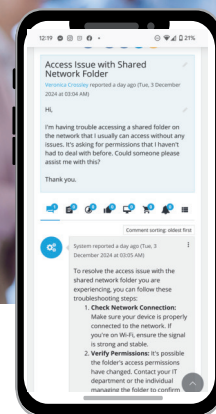
Mayson M., Cyber Security Administrator

### ABOUT THE INVESTMENT

"The BOSS solution suite is capable, flexible, adaptable, and easy to use, which has resulted in significant process improvements for our organization."

~Gary K., CTO

Source of testimonials is Capterra.



### OVERVIEW

Elevate Your Service Operations with Confidence. Don't let service requests overwhelm your team. BOSSDesk is an enterprise-grade platform that optimizes ticket management, asset tracking, and onboarding with ease. With optional AI features, it enables faster resolution times and proactive problem prevention.

Flexible and scalable, BOSSDesk® ensures operational excellence, whether hosted on-premise or in the cloud.

### WHY CHOOSE US

- Extend BOSSDesk to serve multiple departments
- Create relevant forms, workflows and more to automate service delivery
- US-based support team
- Intuitive user interface
- iOS and Android mobile apps



## Simplify Implementation— Start Your Journey Today!

# BOSS

 [bossdesk.com](https://bossdesk.com)

 [678-684-1223](tel:678-684-1223)

# TRANSFORM SERVICE MANAGEMENT INTO A COMPETITIVE ADVANTAGE

## Streamline Ticket Management

- Service catalog and pre-built templates
- Advanced screening to pre-process tickets as they are received
- Single Sign-On (SSO)
- Customizable user roles & permissions
- Self-help tools to improve user satisfaction
- Merge similar tickets into one actionable ticket

## Optimize and Automate Processes

- Rules, Triggers & routing for automated workflows
- View real time data and search tickets using advanced search reports
- Automate onboarding, vacation requests, public service requests, device upgrades, repairs, facility management, operations management and much more
- Integrate with external monitoring systems to escalate issues for faster resolution

## BOSSDesk AI: Intelligent Automation for Modern ITSM

- BOSSDesk AI updates your knowledge base, improving response accuracy and efficiency
- Automate Tier 1 responses and get issues resolved quicker
- Provide your support staff with private, AI-generated troubleshooting

## Enable On-The-Go Workflow

- Create, update and track tickets on-the-go
- Ensure nothing falls through the cracks
- Effectively respond to service requests with BOSSDesk mobile apps for iOS and Android

**ELEVATE HOW YOU HANDLE SERVICE REQUESTS—EVERYWHERE**

“The best help desk software I have used in my 20+ years of help desk experience. The deployment capabilities and the reports help reduce my workload by at least 60%.”

~Van M., Systems Admin

“Thumbs UP for BOSSDesk I've worked with service desk ticketing systems (7 ticketing systems) for over 20 years, and this is the best one.”

~John P., IT Support Specialist II, Government Admin

“The support is fantastic, and they are constantly adding new features and improvements.”

~Kyle H., Holt of California Technical Support Specialist Supervisor

**BOSSDesk takes support very seriously. In addition to our U.S. based support technicians we provide our customers with a Customer Success team to help with functionality, workflows, reporting and best practices. There are **NEVER** any additional charges for support, updates, upgrades or maintenance.**



# BOSS

[bosssdesk.com](https://bosssdesk.com)

[678-684-1223](tel:678-684-1223)