

Service Desk Client Feature List

Feature	Description
Service Ticket Mgmt	
Ticket Submission	Allow clients to add and submit service tickets.
Online Communication	Allow clients to communicate with the service desk online.
	Allow clients to discuss the specific topics on the discussion forum.
Resolution Acceptance	Allow clients to check and record whether the resolution works.
Ticket Search	Allow clients to search and view existing service tickets.
Client Self-service	
Quotation Search	Allow clients to search and view existing quotations.
Order Search	Allow clients to search and view existing orders.
	Allow clients to upload order attachments.
Invoice Search	Allow clients to search and view existing invoices.