

ImBox Tickets

Ticket management that makes it easy to collaborate, without additional work.

It should be easy to always prioritize correctly! Make it easy for you and your team to manage tickets in a system designed to collaborate effectively.

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ImBox
Customer relations made easy



As simple as it is effective

It should be easy to collaborate in teams and resolve tickets quickly. With a watertight TO-DO list, smart filters and a very simple statistics tool, it's not difficult to save time and provide world-class service.



Save more time

Get valuable insights into when customers need help, how you can work smarter & service quality.



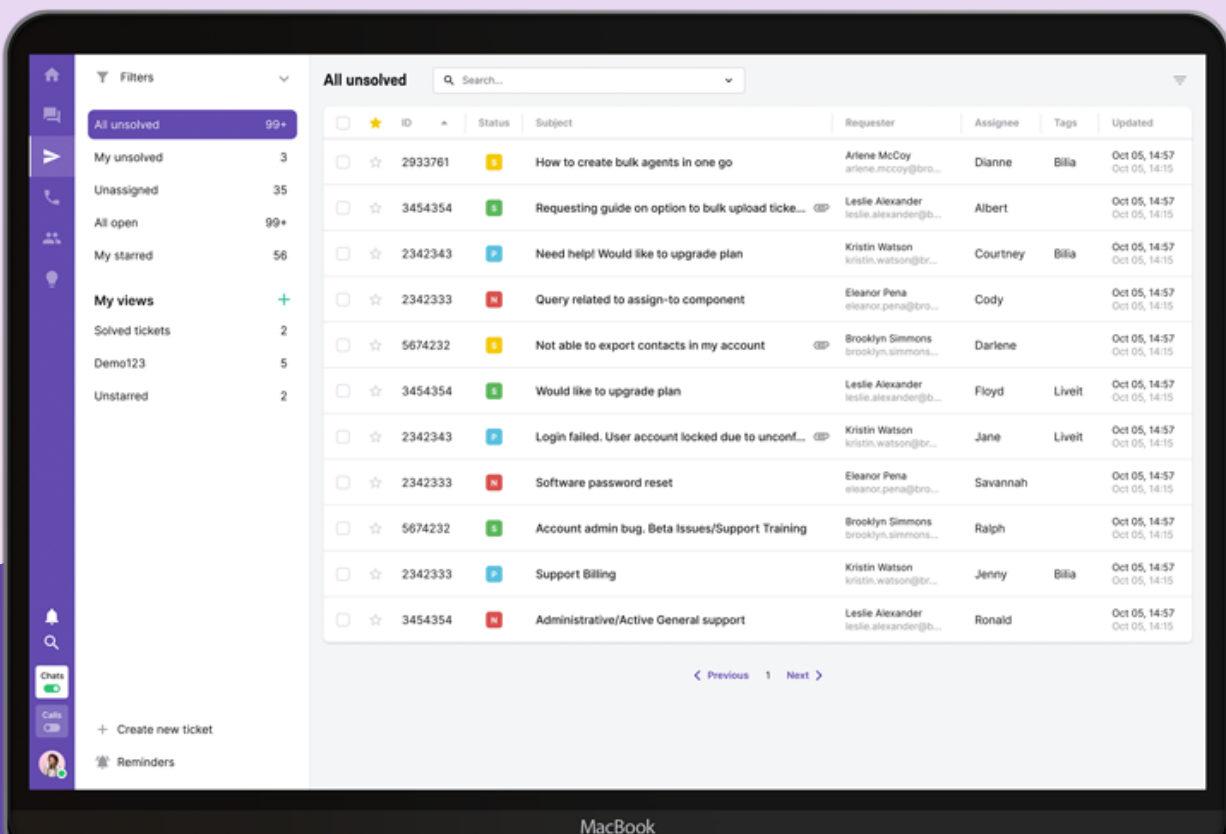
Always provide the right service

With quick replies, text templates, reminders and spell check, you can provide efficient service with the right quality.



Achieve a better collaboration

See in real time which tickets are being handled right now, what has been done, and easily pick up where a colleague left off. Always collaborate but never do double work.



Get a watertight TO-DO list

See only what you need to take action on and get a clear overview of unsolved tickets.

Smart filters & custom views

Flags and star markings may be obvious to you, but unclear to others. Work both more easily and more productively with filters and custom, personalized views.



The team can have a daily to-do list to work on and each agent can have a personal view to start from.

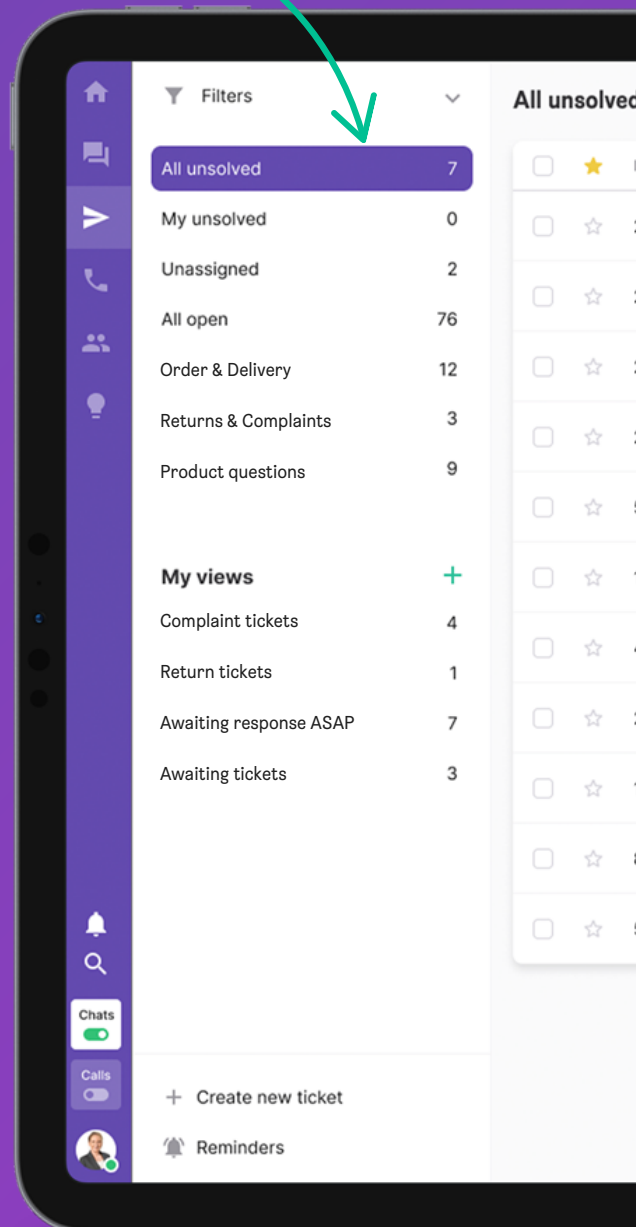


With clear prioritization for both you and your team, you can see immediately which tickets are more prioritized than others and who is handling which ticket right now.



Set up filters in the system that automatically sort tickets according to your ticket types. Such as: complaint or error report. Internal mailboxes, such as "support" or "sales". And according to input: via web form, e-mail or chat.

Smart filter



Three very simple steps to get started with ImBox Ticket Management.



Download the client to your computer & the app to your mobile phone.



Set up and connect inboxes. Create filters for your ticket types.



Add auto-responders and ticket templates as well as personal signatures for your agents. 😊

Unique features that are produced in-house, together with our customers.

Text templates that increase efficiency

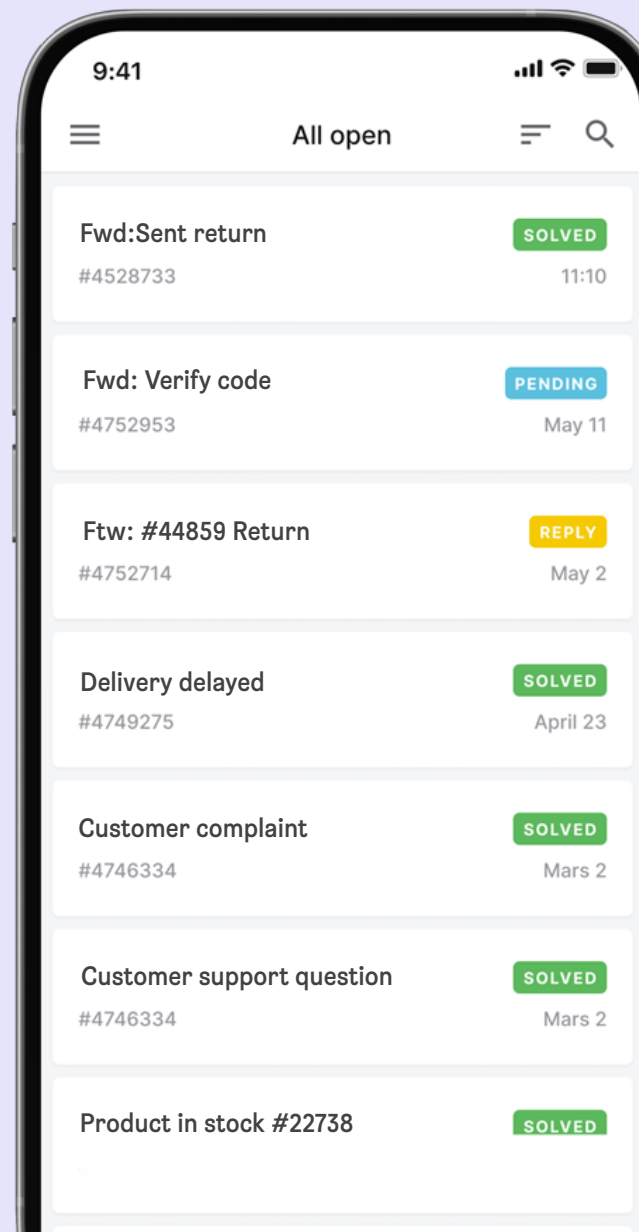
Provide quick and accurate feedback with "templates" that are linked to ticket type. The templates always ask for the right information and attach attachments to quickly resolve the ticket. Such as a return slip and return form, for a return ticket.

Ticket management for mobile

Handle tickets easily via the mobile app, and take your email with you on the go.

The right email to the right team & inbox

Incoming mail is automatically sorted into the correct ticket type, inbox and person.



See only what you need to take action on

Once a ticket is resolved and closed, it is automatically moved to another view and is not visible in your view or the team's view. It is instead found in the closed tickets category.

Ticket management in real time

In the inbox, you can see in real time whether a colleague is handling the ticket right now. The symbol representing an eye is marked next to the ticket number when a colleague is working on the ticket.

Unique ticket numbers

Each ticket automatically gets its own ticket ID, so that both you and the customer can follow the handling and the history.

See the status of the ticket immediately

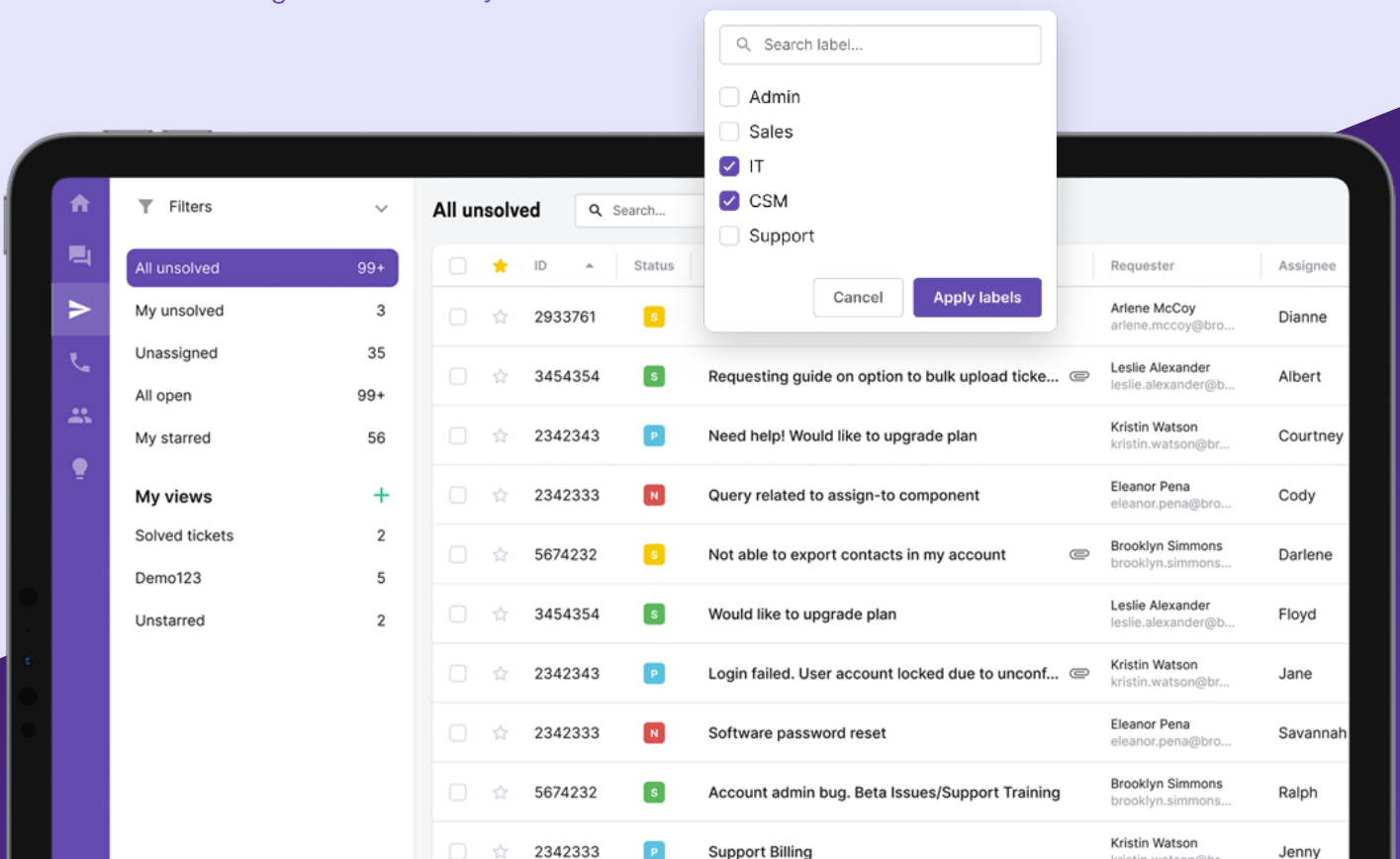
With clear status updates such as: "new, replied, pending, solved & closed ticket" tags, the prioritization and overview become clear.

Get unique statistics for all tickets

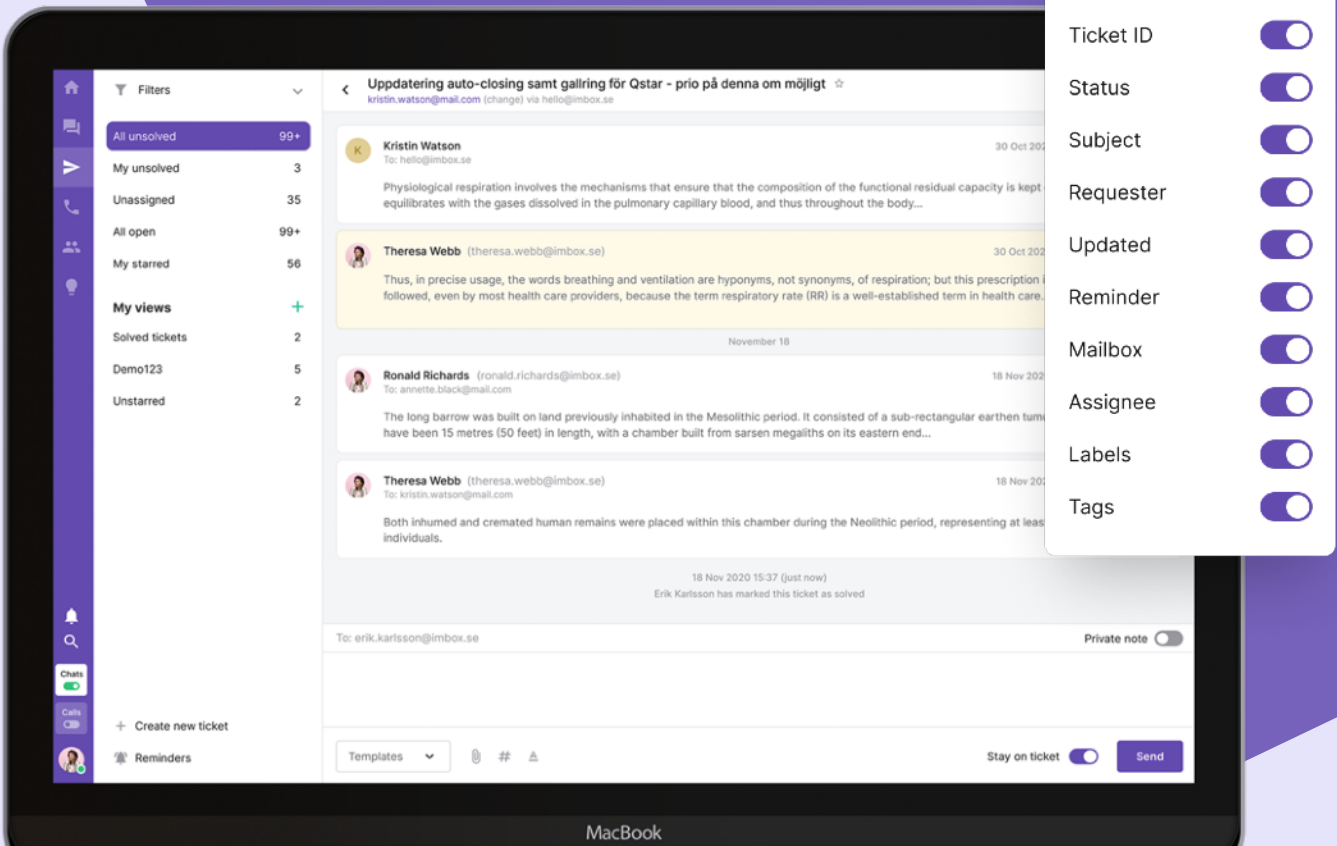
Get valuable insights into what your tickets are about in clear diagrams. Learn to plan and streamline your customer service with a better overview of challenges and trends.

Smart auto-responders

With auto-responders, different mailboxes can provide customized responses. This gives the customer quick feedback, confirmation of ticket receipt and a unique ID number to refer to.



Settings for the email →



Labels on tickets provide an overview

Give tickets labels to easily analyze ticket types and plan resources in the statistics tool to work in a more data-driven way in customer service.

Avoid typos

With spell check, you avoid misspellings and maintain the quality of tickets.

Connect to your CRM system

Easily connect your CRM system to the ticket management system using our open APIs, and get all your information in one place.

Internal notes in tickets

Help each other to take over where needed. With internal notes, you can quickly familiarize yourself with the ticket and progress it further.

Unique statistics. On everything.

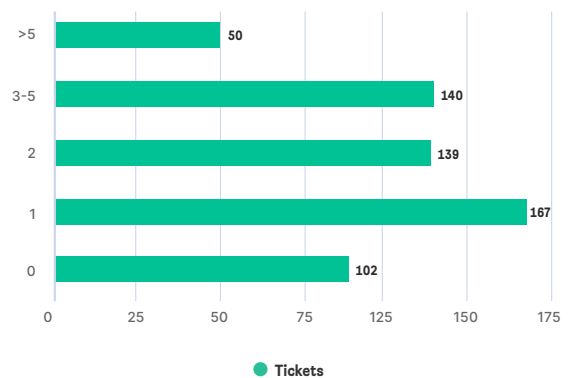
Everyone loves pie! Especially when it's served with statistics. With clear pie charts and forecasts for the past and present, your customer service is shown in its best light. In the statistics tool, you can analyze the efficiency of your ticket management and quickly see how you can improve your daily work.



Are you meeting SLAs?

Ensure your customer service is at the right level according to your company's customer service level agreement. In the overview view, you can do a daily health check of the service level.

Number of agents replies per ticket



What is the average processing time for tickets?

See the average time for an incoming ticket to be completed and closed.



How many tickets have been handled today?

See all employees' outgoing, incoming & created tickets for the day.



When do most tickets come in?

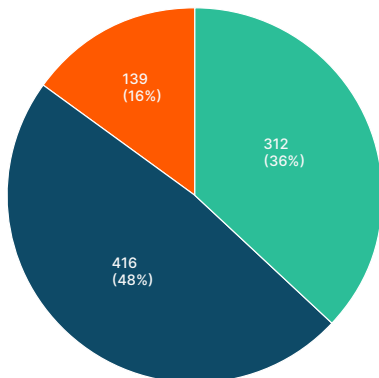
Find out which days of the week, periods and time of day most tickets come in.



How many emails are required to resolve a ticket?

In the overview view, you can see how many emails are required to resolve a ticket – what's known as one touch tickets.

Tickets by assigns



● >3 ● 2-3 ● 1



How long does the customer have to wait for an answer & solution?

See the number of incoming tickets that have been processed within your set SLA time.



How long does it take for the customer to receive a response?

See your average response time for incoming tickets and how quickly the customer gets help.



What are tickets about?

Get a clear picture of what your tickets are about with the help of labels and filters, e.g. for "invoices" or "error report".

Customized delivery. As if it was made just for you.

The best ticket management system is the one you use correctly and that fulfills your needs. Together with us, you will learn to use the system optimally for your business.



Appearance matters

Create personalized signatures for your agents and teams. Set up auto-responders with the right tone, information and your graphic profile with image and logo.



Custom flows, just for you

Set up automatic categorization and text templates for your tickets, create rules and inboxes that suit your workflows.



Customized set up for your business

Get help with customizing the system and flow to your way of working – views, filters, KPIs and inboxes improve your internal work process.

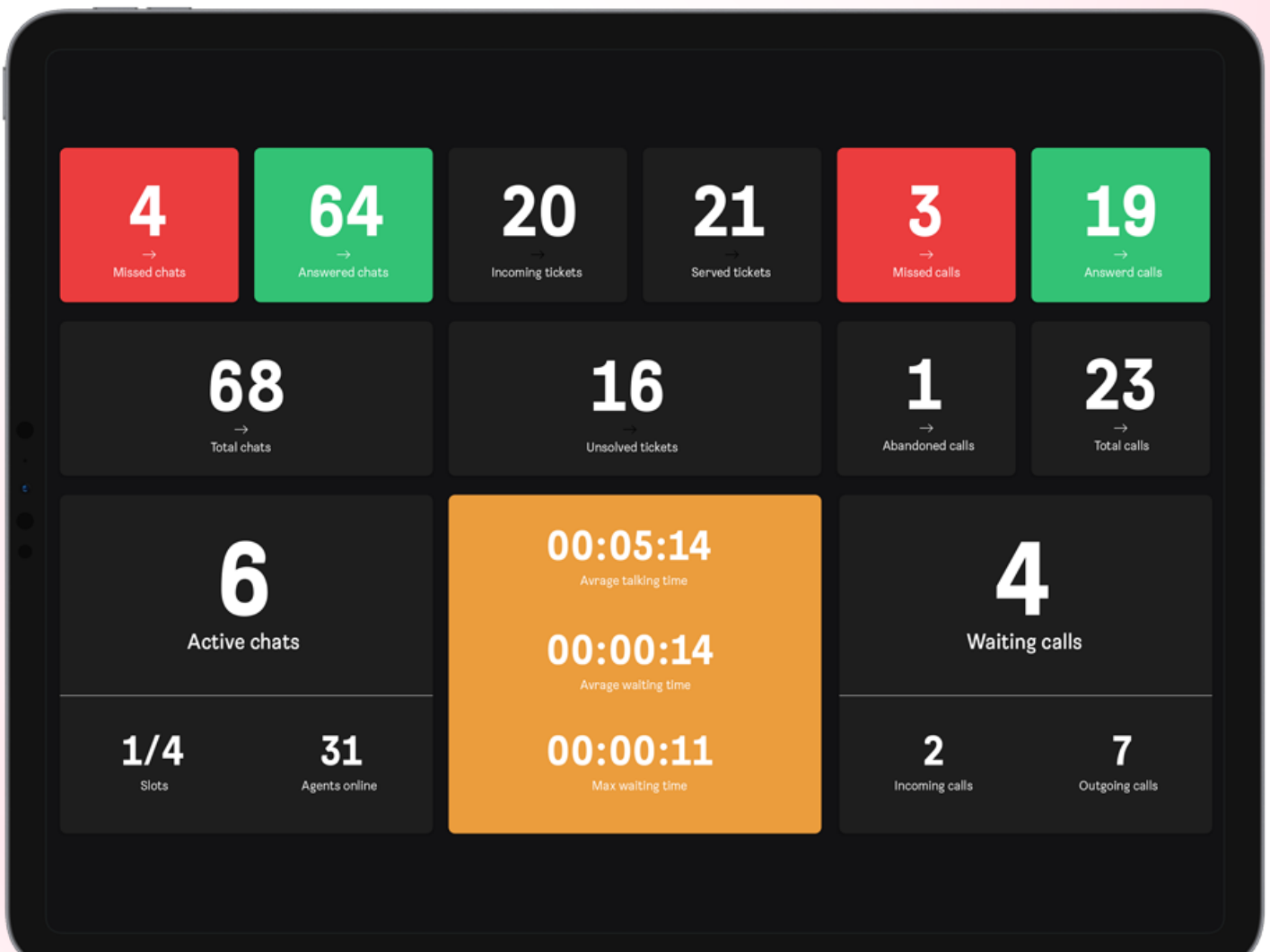
The screenshot displays the user interface for a ticket management system. At the top, there is a yellow 'REPLY' button. Below it, the ticket number '#3282498' is shown with a copy icon. A bell icon and the text 'Add reminder' are visible. A 'Join ticket' button is located below these elements. The interface is divided into sections: 'Plugin: ImBox Intra' with a dropdown arrow; 'Assigned agents' showing 6 agents with a dropdown arrow, including 'Add agent', 'Marvin McKinney', 'Guy Hawkins', 'Jane Cooper', 'Annette Black', 'Jacob Jones', and 'Cody Fisher'; 'Linked tickets' showing 0 tickets with a dropdown arrow and the text 'No tickets are linked.' and 'Add link to ticket...'; and 'Labels & Tags' showing 'No tickets are linked.' and 'Add labels...'.

Visualize aggregated **statistics** in real-time with ImBox Wallboard

Easy to set up & easy for everyone to track the progress of the customer service team!

Implement ImBox Wallboard and visualize the key figures and statistics for your ImBox services in real time. Ensure that everyone is working towards the same goal and can follow the development -

what is going beyond expectations and what needs to be optimized here and now? Inspire, evolve, and get everyone onboard toward increased efficiency!



Why ImBox 🎉

Seamless & borderless customer communication, in all channels.



Simple but smart services

Nobody uses services that are complicated. So our services are both simple and user-friendly, for both you and your customer!



Complete supplier

The only tool you need. Only log into one system to manage all your customer dialogues – for telephony, chat, Messenger, ticket management & forms!



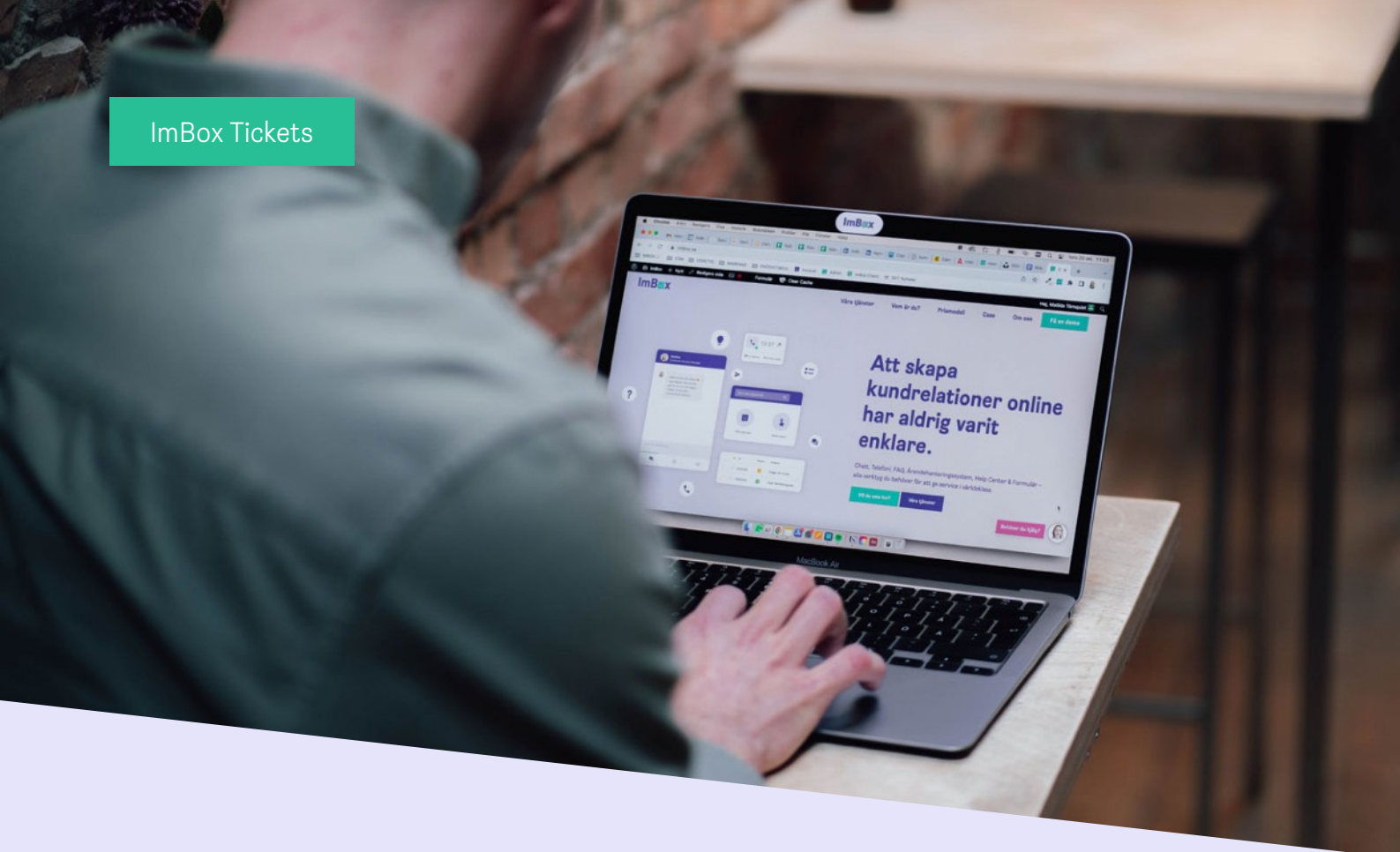
Support on speed dial

With English and Swedish support, onboarding and coaching by our experienced customer care workers throughout the collaboration, you get the most out of your services with us.



Product development in-house

All our services are developed internally by us. As a customer, you can be involved and influence how our services develop, and the decision paths for new functions are never long!



Always included in our services!

It should be just as easy to give good service as to get really good service. Throughout our collaboration, you'll get to share knowledge, experience and insights within digital service.

✓ Onboarding & training by specialists in digital service.

✓ GDPR secure – with data storage in Europe, all our services are GDPR secure.

✓ Free updates – always included in our services.

✓ WCAG – all ImBox services comply with the law on accessibility.

✓ Support within 10 seconds – available to you via chat, phone and e-mail.

✓ Dedicated account manager who understands your business and helps you get the most out of our services.



Welcome to the ImBox family 🎉

You are now part of the revolution in customer communication.