

# TimelyBill

## TICKETING & SUPPORT SYSTEM

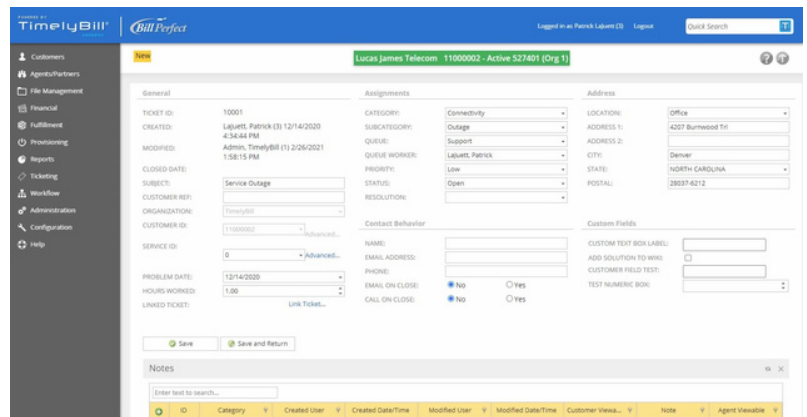
### Support Your Customers

**Built-in ticketing management and help desk system.**

TimelyBill's integrated ticketing tool performs all of your help desk functions. End users can submit tickets via our customer portal. CSRs can configure automatic email notifications to the customer upon ticket closure. TimelyBill can also create tickets from emails sent to designated support addresses.

Your customers can open support tickets via a fully customizable web portal, included at no extra charge!

Your internal users can use ticketing to offer full back-end customer support.



The screenshot displays the TimelyBill web interface for a ticket titled "Service Outage". The interface includes a sidebar with navigation options like Customers, Agents/Partners, File Management, Financial, Fulfillment, Provisioning, Reports, Ticketing, Workflow, Administration, Configuration, and Help. The main content area is divided into several sections: General (Ticket ID: 10001, Created: 12/14/2020 4:34:44 PM, Modified: 12/29/2021 5:58:15 PM, Subject: Service Outage, Customer ID: 11000002), Assignments (Category: Connectivity, Subcategory: Outage, Queue: Support, Queue Worker: Labuett, Patrick, Priority: Low, Status: Open), Address (Location: Office, Address 1: 4207 Burnwood Tr, Address 2: Denver, State: NORTH CAROLINA, Postal: 28037-6212), and Contact Behavior (Email on Close: No, Call on Close: No). There are also fields for Name, Email Address, and Phone. A Notes section at the bottom allows for adding text to the ticket. The interface is clean and professional, with a blue header and a white background.

**Our ticketing system helps you track & manage customer-related support issues & internal tasks.**

Contact us for more info  
**(954) 889-6699**

