Qlik® for helpdesk management

Visual analytics that help improve response time and helpdesk management.

Understanding case backlog and knowing which tickets need to take priority is a key concern for IT departments. Qlik visual analytics helps IT professionals see a comprehensive view of all helpdesk cases in their organization. Through advanced visualizations, they can focus their attention on high priority tickets and analyze how long tickets have been open. Qlik also helps IT administrators improve average response times, and determine how to direct resources to best meet service level agreements (SLAs) set with the business.

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