



START ENJOYING YOUR SERVICE DESK

# Mint Service Desk

Powerful, yet easy!



## MINT SERVICE DESK

MINT Service Desk is FREE for up to 3 agents, if you have a bigger team you can upgrade your free version for a paid subscription for more agents in your administration dashboard. MINT Service Desk free version includes all features listed in the present brochure it does not limit the functionalities based on the package you are using.

## FEATURES

### SOLUTIONS

- On-premises
- Managed

### CUSTOMER EXPERIENCE

- Multilanguage (EN, ES, PL, NL, MS, FR, AFR)
- Self-service portal
- Email ticket creation
- Activity alerts
- Notification channel selection
- Corporate branding customization

### SERVICE DESK

- Role based
- Ticket types
- Queue structured
- Status sets
- Reminders
- Multicompany support
- Dynamic attributes and multi-forms
- Ticket relations
- Private communication between agents
- Widget for saved filters
- Dashboard filters
- Dictionaries
- Calendars
- Multilevel access and views
- Notifications
- Priorities
- SLA

### ASSET MANAGEMENT



Categories



Attributes



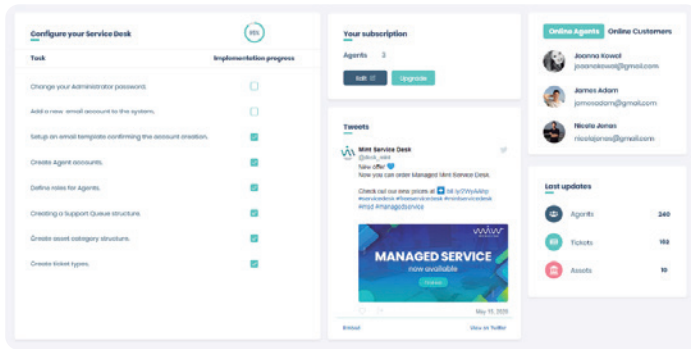
Attachments



Asset and Ticket relation



Predefined scenarios



## Admin Dashboard

Manage your tickets and assets easily, see agents and customers online from the main dashboard.

### REPORTING AND BI

- Export your tickets to an XLSX or CSV file
- Connect your Power BI system or any other

### MULTICHANNEL

- Email
- Portal
- Chat
- Facebook messenger

### TECHNICAL

- Web application
- Docker microservices architecture
- Linux OS supported

### INTEGRATIONS

- Active Directory or LDAP
- API ready

### KNOWLEDGE BASE

- Email templates

- PostgreSQL database
- Firefox, Chrome and Microsoft Edge supported

### ITSM



**Incident Management**



**Service Request Management**



**Service Level Management**



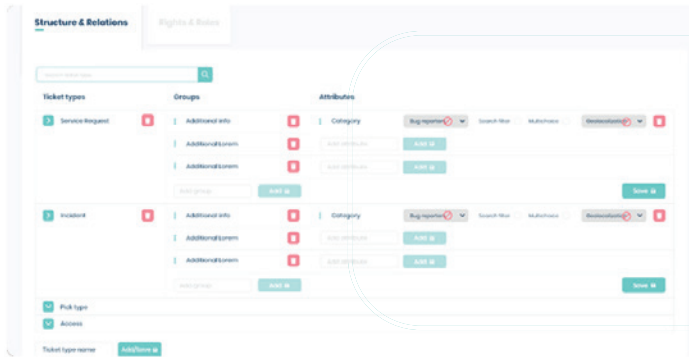
**Change Enablement**



**Problem Management**



**Asset Management / CMDB**

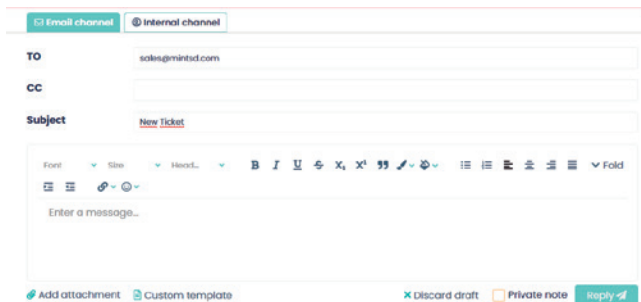
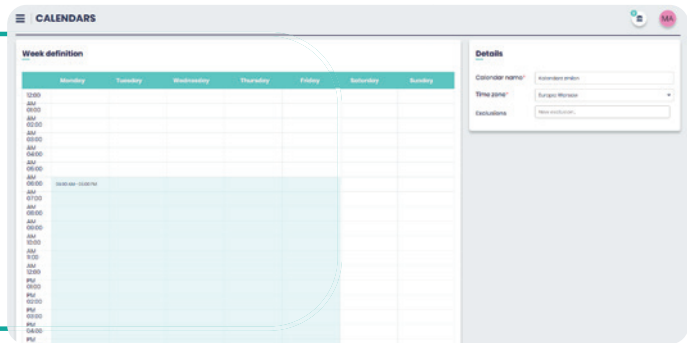


## Schema creator

Define your own categories of assets. Define your own attributes. Decide if they should be searchable and assign them to certain roles.

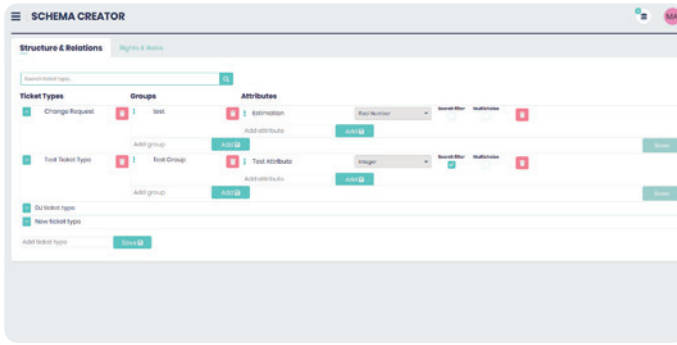
## Calendars

Build your system based on your working hours, SLA will be related to the calendar you define to calculate properly the escalations and remaining times.



## Multichannel

Don't struggle with many tabs open, no matter if it is from email, web portal, phone or facebook messenger you will always have a single point of contact for them.

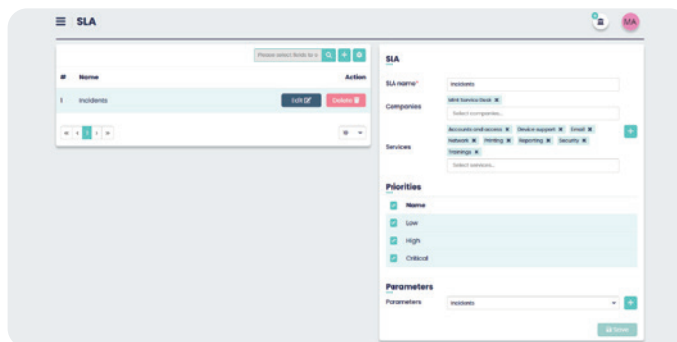
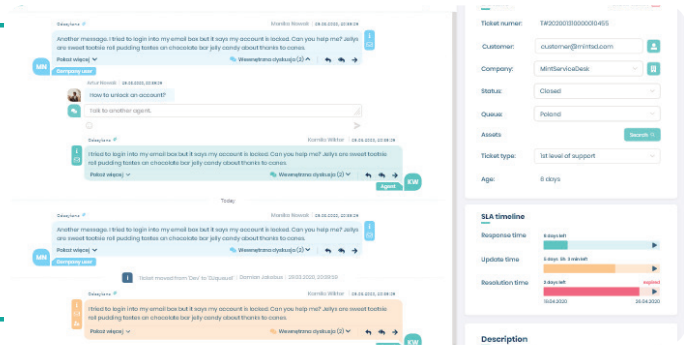


## Ticket types

Classify your tickets from the top and gather additional information with dynamic attributes.

## Chat based communication

It's all about Chat, no matter what kind of communication channel is on the back.



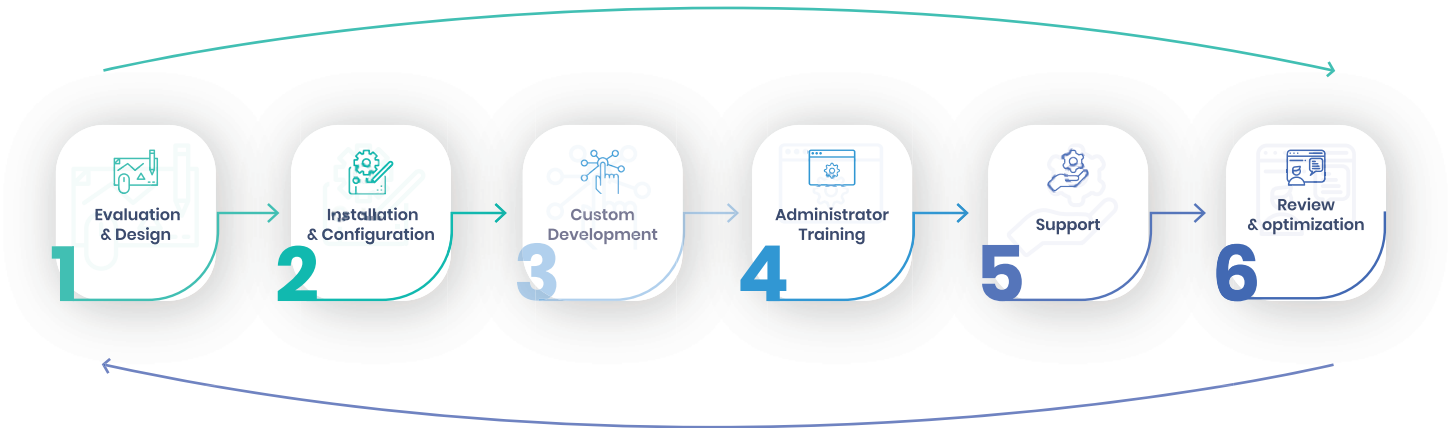
## SLA

Manage your Service Level Agreements signed with your customers to measure the provided services to them, assign SLA's to companies for specific services and priorities.



## IMPLEMENTATION PROCESS

On every MINT Service Desk implementation, our consulting team conducts a series of workshops to have a solution based on customer business requirements, technical specifications, and our best practices.



## EVALUATION AND DESIGN

Every meeting is very important for us, we take all discussions held with our customers to evaluate the current situation and define their requirements, After the evaluation we conduct a design workshop to define all the stages and elements needed to build the solution.

## INSTALLATION AND CONFIGURATION

For On-Premise solutions, our consultants will do the installation of the latest stable version of MINT Service Desk on the infrastructure provided by the customer and for Managed solutions our DevOps team will deploy a new system, then, our consulting team will configure and setup all the elements agreed on the previous workshop.

## ADMINISTRATOR TRAINING

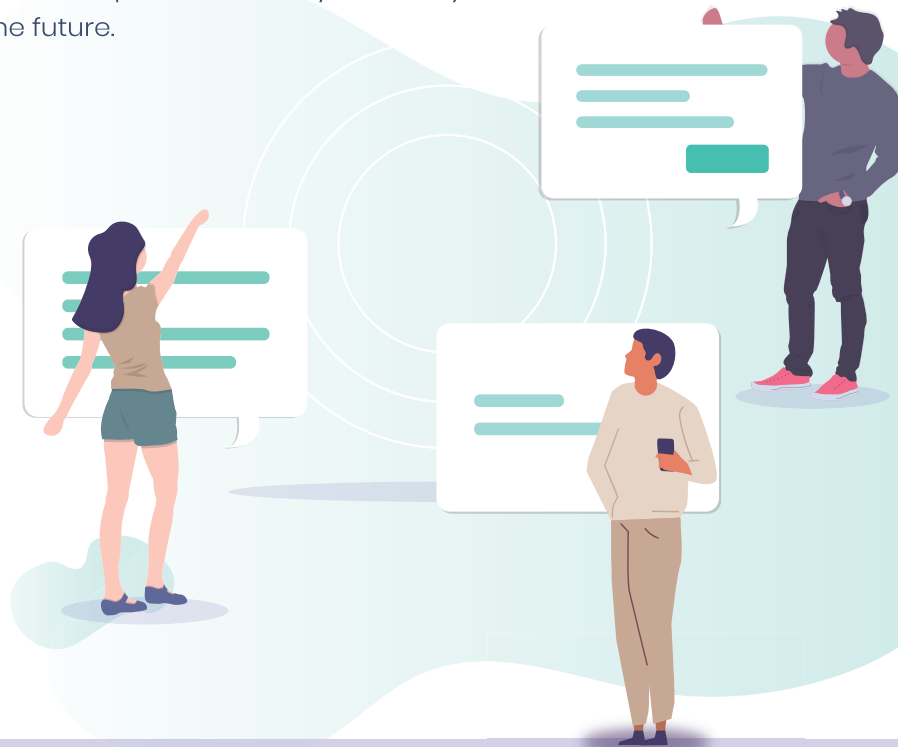
Designated administrator will attend the training conducted by one of our experts, the training includes all functionalities that the administrator can configure for future requirements or changes they want to do on the initial setup.

## CUSTOM DEVELOPMENT

As the owners and developers of MINT Service Desk, we have the experience to modify the system if our customers have specific requirements that are not part of out of the box version. We can integrate our system with others using our API or we can develop custom reports o any other feature for our customers.

## REVIEW AND OPTIMIZATION

For customers that have been using MINT Service Desk for some years we offer our review and optimization workshop that will help them to analyze their system health at the moment and the improvements needed for the future.



# On-premises support contracts

YEARLY SUBSCRIPTION PACKAGES

We will take care of your daily operations with a dedicated support contract.

★	★★	★★★
<b>BASIC</b>	<b>PROFESSIONAL</b>	<b>PREMIUM</b>
<a href="#">Get a quote</a>	<a href="#">Get a quote</a>	<a href="#">Get a quote</a>
<ul style="list-style-type: none"><li>• 5 Support Tickets</li><li>• From 8 am to 4 pm</li><li>• Monday to Friday</li><li>• Email Support</li><li>• Portal Support</li></ul>	<ul style="list-style-type: none"><li>• 25 Support Tickets</li><li>• From 8 am to 4 pm</li><li>• Monday to Friday</li><li>• Email Support</li><li>• Portal Support</li></ul>	<ul style="list-style-type: none"><li>• 50 Support Tickets</li><li>• From 8 am to 8 pm</li><li>• Monday to Friday</li><li>• Email Support</li><li>• Portal Support</li></ul>
<b>OFFER INCLUDES</b>		
<ul style="list-style-type: none"><li>• One year of service.</li><li>• Consulting services for implementation and training material (Professional and Premium only).</li><li>• Project management and support during the implementation</li></ul>		

# Managed cloud solution

YEARLY SUBSCRIPTION PACKAGES

You don't need to worry about anything but using your MINT Service Desk, we will host and manage the system for you.

10 AGENTS

25 AGENTS

50 AGENTS

Get a quote

Get a quote

Get a quote

## OFFER INCLUDES

- One year of service.
- Basic support.
- Consulting services for implementation and training material.
- Project management and support during the implementation

The word "mint" is written in a white, lowercase, cursive-style font. The letters are thick and rounded. The background behind the text consists of several overlapping, wavy, light blue lines that create a sense of movement and depth. The overall color palette is a gradient of teal and blue.

Mint Service Desk

**| MORE INFO**

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