

Target Helpdesk Training

HelpDesk and KnowledgeBase Solutions Designed for Professionals

Client Access



Client Access

By creating a user in the maintenance menu and selecting client as the privileges, you can allow clients to log in with a username and password provided by you.

Access can be given to:

- Their tickets
- Their organisation tickets
- Or just simply the Knowledgebase

Also you are able to select whether they can create, update or view the SLA information

Client Access

The Web Portal screen will look virtually identical to the same screen as the operators.

The only noticeable difference will be access to the reporting stub, or based on your setup, access to the tickets and Knowledgebase areas.