



MODULE WISE SUBMODULE LIST

Custom fields

- Customize the data collected from users when submitting a ticket to help get straight to the issue.

Ticket Filters

- Define rules to route incoming tickets to the right department, agents, as well as trigger actions.

Custom Columns and Queues

- A custom queue is a view of tickets based on a custom criteria that you specify. It allows you to create your own personal views of tickets and specify what information you would like to see.
- A custom column is an additional field that is not displayed initially when viewing the ticket tab. Using custom columns allows you to include these fields in the ticket list.

Help Topic

- Configurable help topics for web tickets allow you to route inquiries to exactly the right department for swift resolution.

Agent Collision Avoidance

- Ticket locking mechanism to allow staff to lock tickets during response to avoid conflicting or dual responses.

Assign, Transfer, & Referral

- Transfer tickets between departments to make sure it's being handled by the correct agents, or assign tickets to a particular agent or team of agents.

Auto-Responder

- Configurable automatic reply sent out when a new ticket is opened or a message is received.

Thread Action

- Agents now have the ability to create a Ticket or Task from a Ticket's thread entry or from a Task's thread entry

Service Level Agreements

- SLA Plans allow you to track tickets and due dates without the hassle!

Customer Portal

- All support requests and responses are archived online for end users.

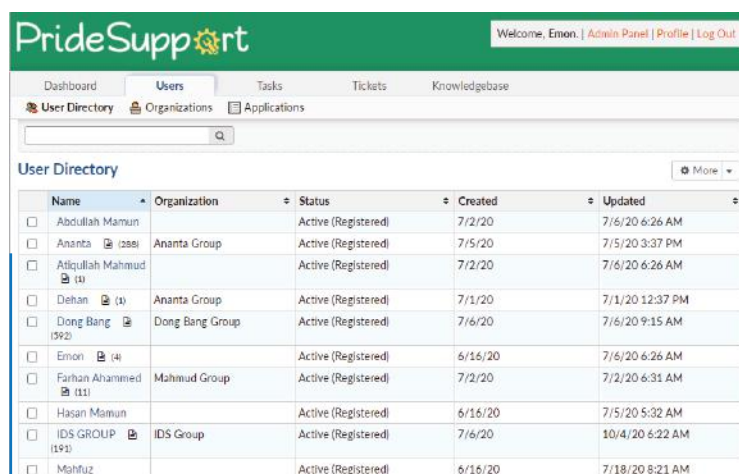
Advanced Search

- Narrow down your search criteria with Advanced Search

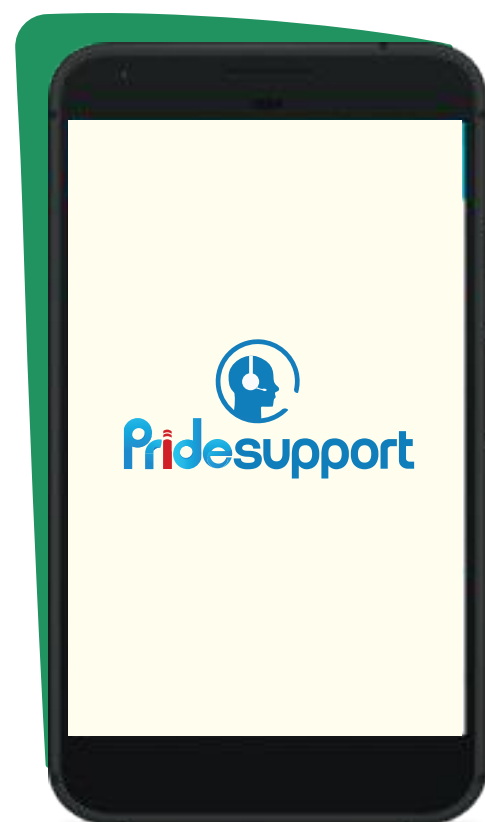
Tasks

- Create an internal to-do list for agents.

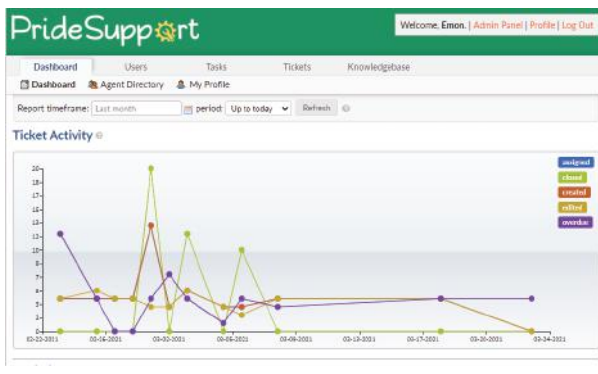
User Directory



Name	Organization	Status	Created	Updated
<input type="checkbox"/> Abdullah Mamun		Active (Registered)	7/2/20	7/6/20 6:26 AM
<input type="checkbox"/> Ananta (258)	Ananta Group	Active (Registered)	7/5/20	7/5/20 3:37 PM
<input type="checkbox"/> Atiqullah Mahmud (1)		Active (Registered)	7/2/20	7/6/20 6:26 AM
<input type="checkbox"/> Dehan (4)	Ananta Group	Active (Registered)	7/1/20	7/1/20 12:37 PM
<input type="checkbox"/> Dong Bang (392)	Dong Bang Group	Active (Registered)	7/6/20	7/6/20 9:15 AM
<input type="checkbox"/> Emon (4)		Active (Registered)	6/16/20	7/6/20 6:26 AM
<input type="checkbox"/> Farhan Ahammed (11)	Mahmud Group	Active (Registered)	7/2/20	7/2/20 6:31 AM
<input type="checkbox"/> Hasan Mamun		Active (Registered)	6/16/20	7/5/20 5:32 AM
<input type="checkbox"/> IDS GROUP (191)	IDS Group	Active (Registered)	7/6/20	10/4/20 6:22 AM
<input type="checkbox"/> Mahfuz		Active (Registered)	6/16/20	7/18/20 8:21 AM



PRIDE APPS



Ticket	Last Update	Subject	Organization	User	Department	Priority	Status
252611	11/16/20 1:28 PM	Booking no. 1928003/13 Collar bone Lu...	Shanggu Group	Shanggu	Shanggu	High	Initialization
468743	8/8/20 5:02 AM	Test 1	Ananta Group	Ananta	Ananta	Low	Received
688897	7/22/20 9:00 AM	need extra % editable in PrideCut Plan.	Ananta Group	Ananta	Ananta	Emergency	Received
558437	7/8/20 11:36 AM	Need time & Date. column in Planning...	Ananta Group	Ananta	Ananta	High	Received
827075	7/8/20 11:33 AM	Need AVG Cutting corom. in cutting su...	Ananta Group	Ananta	Ananta	High	Received
865249	7/8/20 11:31 AM	need "PO desc." column Pending PO.	Ananta Group	Ananta	Ananta	High	Received
741939	7/8/20 11:29 AM	Pending PO filter save.	Ananta Group	Ananta	Ananta	High	Received

BENEFITS

- Robust Customization
- Define Ticket Filters
- Automated help Desk
- Greater security system reliability resulting in reduced risk and liability
- Reduced security equipment downtime
- Excel report download
- Maintenance and repair budget stability
- Improved return on your investment through loss protection
- Better trained, more confident facilities administrators
- Access to technology and expertise
- Guaranteed response time
- A partner aligned with your business operations and objectives
- Reliable Customer Portal

Pride Support service provision to you includes

Support services:

- First line telephone & remote support- Mon-Sun (including public holidays) - 24 hrs.
- Provision of assistance, advice and guidance combined with remote support as necessary
- Bronze level service agreement-
 - Annual preventative maintenance in line with NSI and customer requirements
 - Call outs and parts excluded
- Silver level service agreement
 - Annual preventative maintenance in line with NSI and customer requirements
 - Call outs included
 - Parts chargeable
- Gold level service agreement
 - Annual preventative maintenance in line with NSI and customer requirements
 - Fully inclusive of call outs and parts

Support services

- Online support for installed systems via secure TeamViewer/ GoTo Assist software
- Remote diagnostics, configuration and health checking for access control systems
- Maximises system performance and ROI
- Minimises on site attendance requirements (including for integration partners)
- Minimises disruption to site operations

Integration and software account

- Provision of support to our customers partners for systems integration
- Provision of integration services to new equipment as required
- Maintain a cohesive approach to innovation, product knowledge and integration in line with the customer's business objectives

TRAINING CERTIFICATION

A user can take Pridesys ERP training from this PrideSupport and can earn a certification online.



AWARDS AND RECOGNITIONS

<p>Champion of BASIS National ICT Award 2019</p> <p>Our Product PrideCut became the Champion in Industrial Manufacturing Category</p>	<p>Champion of BASIS National ICT Award 2018</p> <p>Our product InNeed became the champion in Big Data Analytics Category</p>
<p>Entrepreneur Award 2019</p> <p>We received the prestigious Entrepreneur Award from Bangladesh Open Source Network (BdOSN).</p>	<p>Runners Up of BASIS National ICT Award 2018</p> <p>Our product AYR Now became th Runners Up in Community Services Category</p>
<p>APICTA Award winner 2019 MERIT</p> <p>PrideCut won the merit award in Industrial Manufacturing Category</p>	<p>Runners Up of BASIS National ICT Award 2018</p> <p>Our product InNeed became the Runners Up in Security Solution Category</p>
<p>Runners Up of World Summit Award</p> <p>Pridesys ERP became the Runners Up in Business & Commerce Category</p>	<p>Copyright Certificate</p> <p>Pridesys ERP was accredited by the Bangladesh Govt. Copyright Laws</p>
	<p>Champion of BASIS National ICT Award 2017</p> <p>Pridesys ERP became the champion in Industry Application Category</p>

OUR VALUED CLIENTS





Government Clients

 Bangladesh ICT Division	 Bangladesh Council of Scientific and Industrial Research	 Department of Public Libraries	 Bangladesh Muktijodha Kalyan Trust	 Directorate of Madrasa Education
 Teletalk Bangladesh Ltd.	 Ministry of Expatriates Welfare and Overseas Employment	 Wage Earners Welfare Board	 Bangladesh Press Council	

Local Clients

 Ananta Group-9 Units	 Dong Bang Group-4 Units	 Dysin Group-18 Units	 IDS Group-5 Units	 Mahamud Group-15 Units
 Nassa Group - 7 Units	 Nipa Group - 7 Units	 Sams Attire Ltd.	 Shangu Group-4 Units	 Vision Group-6 Units
 al-muslim Group - 8 Units	 Multazim Group	 Masafi Group-4 Units	 Anowara Group-9 Units	

International Clients

 Miracle Advance Technology, Thailand	 Madagascar Garments, Madagascar	 Tagflix Inc, USA
	 Original Confection Mada, Madagascar	