VIDENTIUM
HELP DESK

Advanced software engineered for providing real-time tracking and reporting of Reactive Maintenance Activities.

videntium.com

At Abu Dhabi Airport Terminal A, the adoption of **Videntium Helpdesk** brought about a revolution in ticket management, manifesting in a substantial reduction in resolution times. Tickets are closed **40% faster**, thanks to efficient workflow automation and real-time collaboration features, empowering support teams to address and resolve issues, ensuring optimal operational performance.

Videntium Help Desk is a

ADAPTABLE AND CUSTOMIZABLE SOLUTION

- Priority-Based Ticketing
- Shift Scheduling
- Real-Time Updates
- Issue Categories and Priorization
- SLA Configuration
- Asset Linkage
- Communication Logs
- Quality Assurance Measures
- And more...

SCAN & DIVE DEEPER

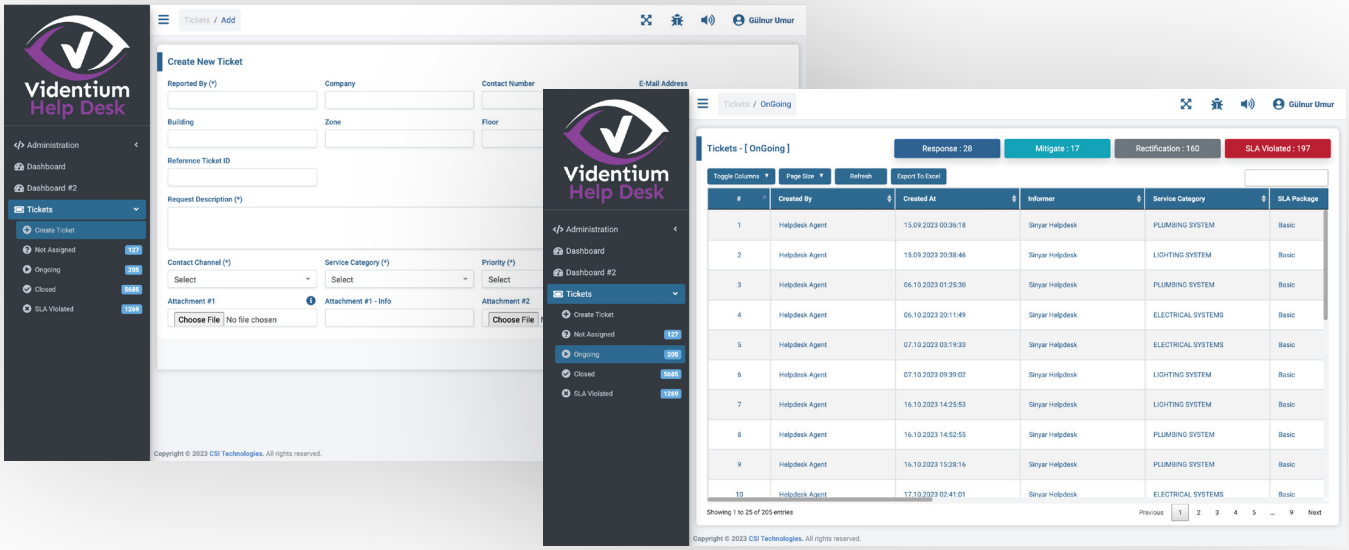
Scan the QR code to explore all that we have to offer. Find our website, social links, and contact form conveniently grouped in a single QR code for your convenience!

Why Should You
CHOOSE US ?

Videntium Help Desk plays a central role in empowering Facilities Management (FM) service providers to meet Service Level Agreements (SLA) and Key Performance Indicators (KPIs) set forth in collaboration with their clients. This sophisticated solution is intricately programmed to ensure the seamless coordination and allocation of maintenance teams to end users' requests, all within the specified SLA limits. The efficiency of Videntium Help Desk becomes evident as Help Desk agents can swiftly generate tickets and assign them to the appropriate maintenance teams with remarkable speed, streamlining the entire process and enhancing overall service delivery.

About Videntium Help Desk
CREATE TICKETS

Videntium's Help Desk swiftly handles maintenance requests by enabling agents to create and assign tickets within seconds. Real-time updates via the mobile app from the maintenance team ensure a responsive approach to facilities management.



Workflow of

VIDENTIUM HELP DESK

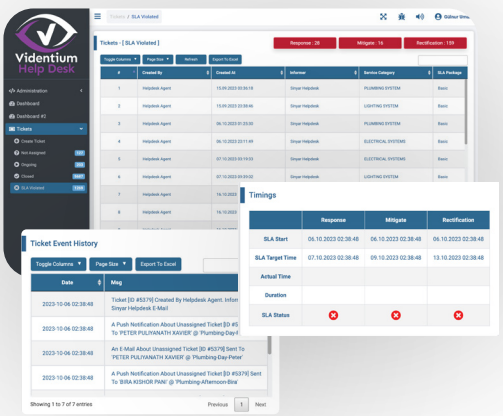
1. End User Contacts Help Desk Manager
2. Help Desk Agent Opens Ticket
3. Videntium Help Desk Assigns O&M Team
4. O&M Team Confirms Maintenance Request
5. Videntium Help Desk Sends Updates to Help Desk Agent about Fixed & Closed Request
6. Help Desk Agent Contacts the End User to Confirm the Ticket Closure

Benefits Of

VIDENTIUM HELP DESK

Improved Accuracy

Better Documentation



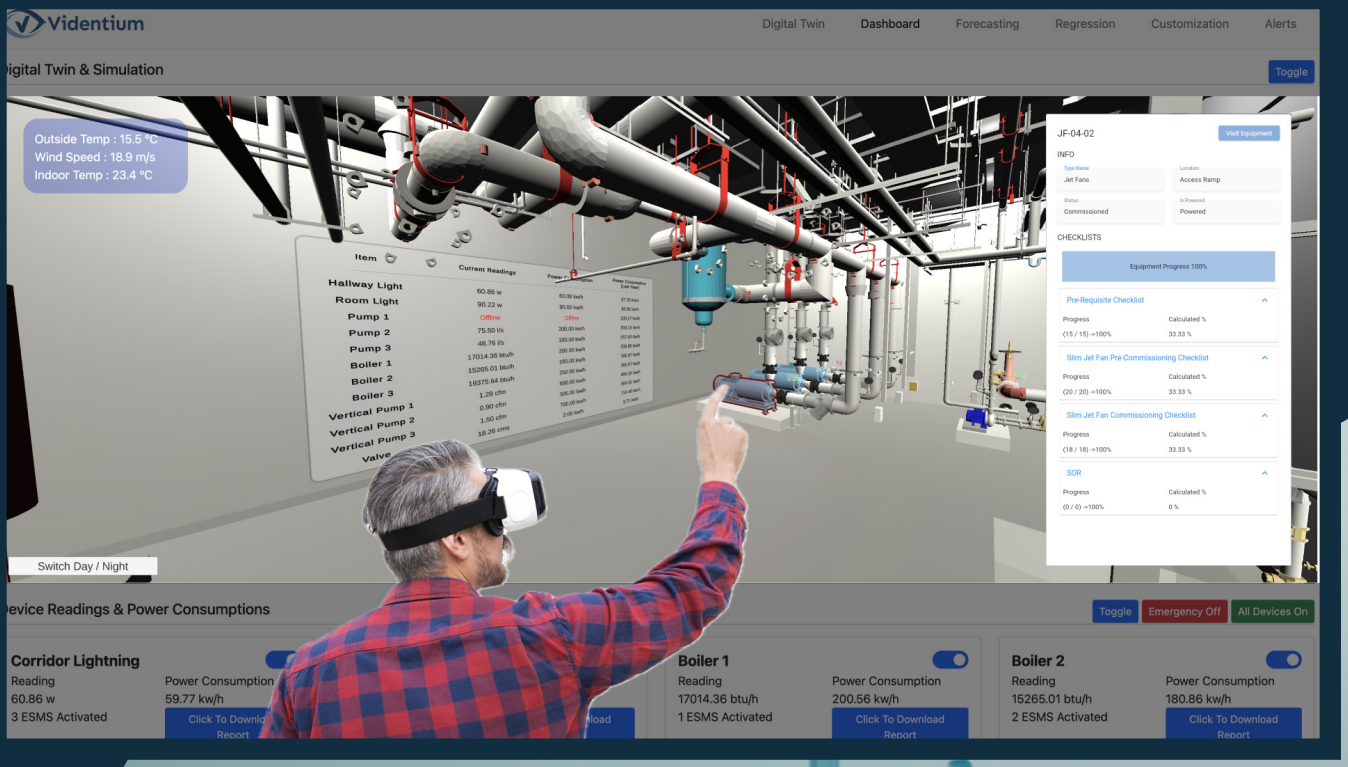
Enhance Collaboration

Guarantee efficient and precise management **for your construction**
with modular structure of Videntium.

This Is
Videntium

Behind Mega Dreams

DIGITAL TWIN & BIM COMPATIBILITY



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Move Forward

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