

## Vertrieb für D-A-CH:

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## Kayako InstaAlert

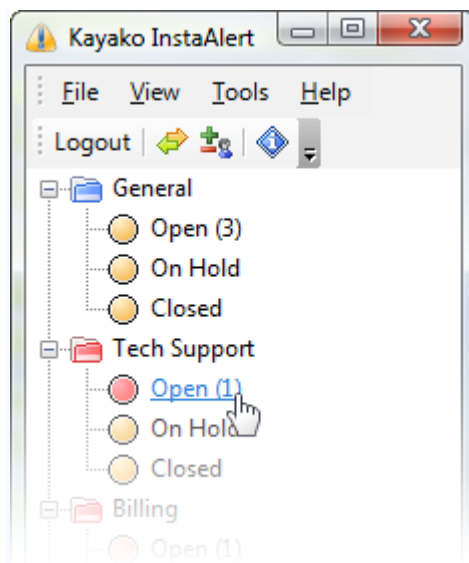


Kayako InstaAlert is lightweight desktop application for Microsoft Windows. The application sends desktop alerts to your staff users, notifying them about new ticket submissions and updates made to existing tickets.

## Key features

- Real-time alerts for new tickets and ticket updates, directly to your desktop.
- Reduce your response times by being alerted to new tickets and ticket updates within seconds.
- Configuration sound and visual notifications.
- One-click access to the respective ticket.
- Customize the type of alerts you wish to receive.

## InstaAlert Pro



We also offer Kayako InstaAlert Pro. As well as providing the same ticket alert functionality as the basic version, InstaAlert Pro integrates even further with SupportSuite and eSupport, providing a department and status tree within the application, and direct one-click access to each department.

InstaAlert Pro enables prompt and effortless ticket management.

### InstaAlert Pro advantages

- See the department and status tree within the application.
- One-click access to each department, directly from your desktop.
- Ability to see in which department a ticket update has occurred.

## Licensing and purchasing

The basic version of InstaAlert is bundled with SupportSuite and eSupport, and can be distributed to an unlimited number of your staff and support-agent users.

Each InstaAlert Pro license costs \$19.95, where one license can be used to register InstaAlert on one machine. To purchase a license, log in to the [members' area](#) and click on the 'Purchase' tab.

We offer discounts for bulk orders. If you would like to order multiple licenses, please contact our [sales department](#).

## How it works



Following installation, simply enter the URL to your SupportSuite or eSupport installation, your staff account username and password. InstaAlert will then automatically connect to your support desk and you will begin receiving alerts.

When a ticket is received, a small desktop popup and sound (both of which are configurable) appears. Clicking on the alert will take you directly to the ticket within the staff control panel.

## Where to find it

InstaAlert is part of SupportSuite and eSupport at no additional cost. It can be distributed to an unlimited number of your staff users. The latest version can be downloaded from our [application downloads area](#).

## System requirements

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- Kayako SupportSuite or eSupport.
- Microsoft Windows XP and Vista.

Es gelten unsere AGB. Alle Angaben ohne Gewähr.