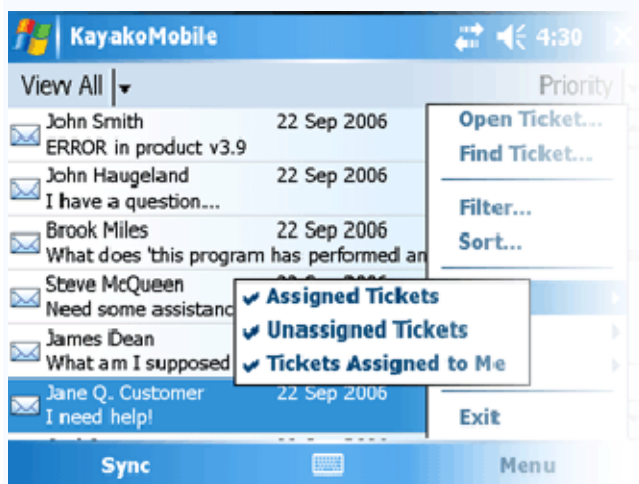


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KayakoMobile

KayakoMobile is versatile and feature rich application for Microsoft Windows Mobile powered phones and devices, providing online and offline ticket synchronization with SupportSuite or eSupport.



KayakoMobile enables tickets to be synchronized over-the-air, storing a local 'snapshot' of your support desk on the device. This enables your staff users to manage tickets on and offline; ideal for those situations where connectivity is hard to come by. Tickets can be created, updated and replied to. These changes can be then synchronized back to SupportSuite or eSupport instantly or at a later time.

The application is ideal for support agents and staff who are often on the move, or where your customer services involve on-site attendance.

Equipped with an intuitive easy-to-understand user interface, KayakoMobile's features and functionality are easily mastered. Most screens can be navigated without using the mobile device's touch screen and stylus.

Key features

- Store a snapshot of your support desk for offline review and management.
- Create new tickets and draft reply to existing tickets, including attaching files and signatures.
- Manage ticket properties, including status, priority, owner and department.

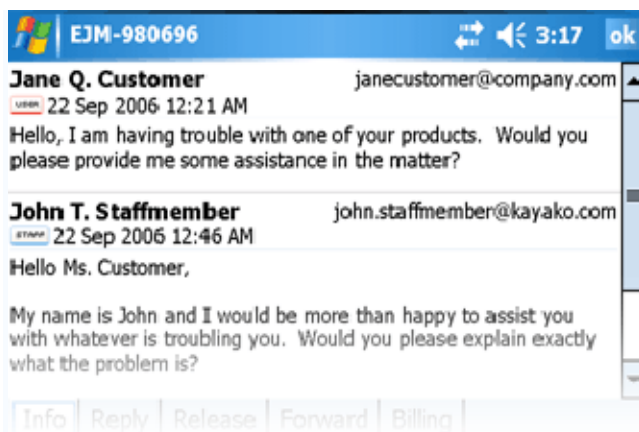
- Ticket searching and filtering for efficient navigation.
- Add private notes to tickets.
- Add time worked and billing to tickets.
- Manage tickets to be removed from the support desk.
- Advanced data compression reduces synchronization times and data transfer bills.
- Support for on-screen drawings (as attachments to tickets), i.e. digital signatures.

Licensing and purchasing

Each KayakoMobile license costs \$39.95, where one license can be used to register KayakoMobile on one device. 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, you will be asked to enter the URL to your SupportSuite or eSupport installation and your staff account username and password.

KayakoMobile is then ready to connect to your support desk and synchronize tickets to its local database. KayakoMobile can sync whilst docked in cradle (using your desktop computer's internet connection) or using over-the-air connectivity provided by your device (such as Wifi or a cellular data service).

Any changes you make to tickets or data stored locally can be synchronized at a later time.

Free trial

KayakoMobile is an application Microsoft Windows Mobile. The latest version can be downloaded from our [application downloads area](#), and can be trialled without registering.

System requirements

- Kayako SupportSuite or eSupport.
- Microsoft Windows Mobile 2003, Windows Mobile 5, Windows Mobile 6 and Windows Mobile 6.1.
- KayakoMobile does not support smart phone editions of Windows Mobile (those without touch-screen capability).

Es gelten unsere AGB. Alle Angaben ohne Gewähr.