



DATASHEET · SUPPORT · TICKET SYSTEM

Requests on sticky notes, in chat, on the phone?

From now on, every case sits in one list.

The Helpdesk AI ticket system collects requests from the customer portal, website chat and phone in one ticket overview with status, priority and assignment. Your customers follow their tickets in their own portal and sign in with a link instead of a password.

AT A GLANCE

Four priorities, SLA deadlines per priority within your business hours, internal notes, templates and a customer portal with your logo, your colors and 21 languages.

01 · WHAT IT IS ABOUT

Notes, chats, callback requests. Now everything has a number.

One request comes in through the website, a second by phone, a third is a sticky note on a monitor. Who answers, and by when? In the ticket system, every request gets a number, a status and an owner. Your customer sees in the portal where the case stands.

INTAKE

Customer portal with sign-in or as a form, website chat and phone via the Conversation Agent

HANDLING

Status, four priorities, assignment, internal notes, attachments, templates, bulk actions

CUSTOMER PORTAL

Sign-in by link, status and replies, follow-ups and new tickets, 21 languages

ACCESS

Web app under

Helpdesk AI › Ticket overview

, your customers via the fixed portal address


Numbers that show the source

Every ticket number carries your prefix, the source, the year and a running number, such as PT for the customer portal or CH for the website chat.

Status and priorities

New, Open, Pending, Closed and four priorities from Low to Urgent, one ticket at a time or with [Change status](#) for many tickets at once.

Team assignment

Tickets go to team members, and you filter unassigned ones at a glance. A new ticket switches to Open automatically when it is assigned.

SLA deadlines per priority

Response and resolution time per priority, counted within your business hours and time zone. The overview flags tickets that are close or overdue.

Internal notes and templates

An [Internal Note](#) is for coordinating within the team and stays invisible to the customer. [Templates](#) insert prepared replies into the reply field.

A portal in your branding

Your organization image as the logo, primary and accent color, portal name and your own reply-to address for ticket emails to your customers.

02 · HOW IT WORKS

Intake, handling, portal. One case, one history.

Your team works in the web app, your customer in the portal. Messages, internal notes and attachments stay on the ticket with a timestamp.

1

Set up portal and numbers

Under **Helpdesk AI** › **Settings** , set the portal name and reply-to address in the **Customer portal** section, and under **Ticket numbers** your prefix of 2 to 8 characters.

2

Set the deadlines

Under **Service hours & SLA** , enable SLA deadlines, enter response and resolution times per priority and choose business hours with a time zone.

3

Work the tickets

Under **Helpdesk AI** › **Ticket overview** , filter by status and priority, assign and reply. With an **Internal Note** , you coordinate out of the customer's view.

4

The customer replies in the portal

The customer gets an email notice for every reply. Its button signs them in to the portal, where they write back and send attachments.

TECHNICAL DATA

FEATURE	DETAILS
Intake channels	Customer portal (sign-in or form), website chat, phone via SMS link or callback request
Ticket number	Prefix (2–8 characters A–Z, 0–9), source, year, running number, e.g. MUE-PT-2026-000001
Priorities	Low, Normal, High, Urgent
SLA deadlines	Response and resolution time per priority, 5 minutes to 90 days, warning threshold 10–99 % of the deadline
Notifications	Notice to the customer on each new reply; team email on new tickets to up to 10 addresses
Customer portal	Sign-in link by email, 21 languages, logo, primary and accent color, portal name
Plan	Part of Helpdesk AI, from the Plus plan; website chat and phone with Conversation AI from Professional

03 · IN PRACTICE

Complaints, callbacks, urgent cases. Every case with a status.

A complaint through the portal

A customer opens a ticket in the portal and attaches photos. The team lead assigns it, the status switches to Open, and the customer sees every reply in the portal.

A request on the phone

The Conversation Agent sends the caller an SMS link. The caller enters an email address in the form, and a ticket with the request and the conversation history is created.

An urgent case with a deadline

A team sets a response time of one hour within business hours for Urgent. Once it runs out, the ticket overview flags the ticket as overdue.

FREQUENTLY ASKED QUESTIONS

How do tickets get into the system?

Through your customer portal, with sign-in or via the public form, from the website chat via "Send request" and from the phone via the Conversation Agent.

What does the customer see in the portal?

Their own tickets with status, your team's replies, attachments and notifications. Internal notes stay invisible to them.

How do customers sign in to the portal?

With their email address: instead of a password, they receive a sign-in link by email. The button in every reply email also signs them in directly.

When is a ticket overdue?

When you have enabled SLA deadlines and the response or resolution time for its priority has run out within your business hours. From the warning threshold, it counts as close.

GET STARTED

Set up your customer portal.

Sign in to your PaperOffice account and open [Helpdesk AI > Settings](#). Your portal address is set up the first time you open it; you add the portal name, colors and prefix.

paperoffice.ai/en/ai-ticket-system-helpdesk-support-software



MORE ABOUT THE MODULE

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