

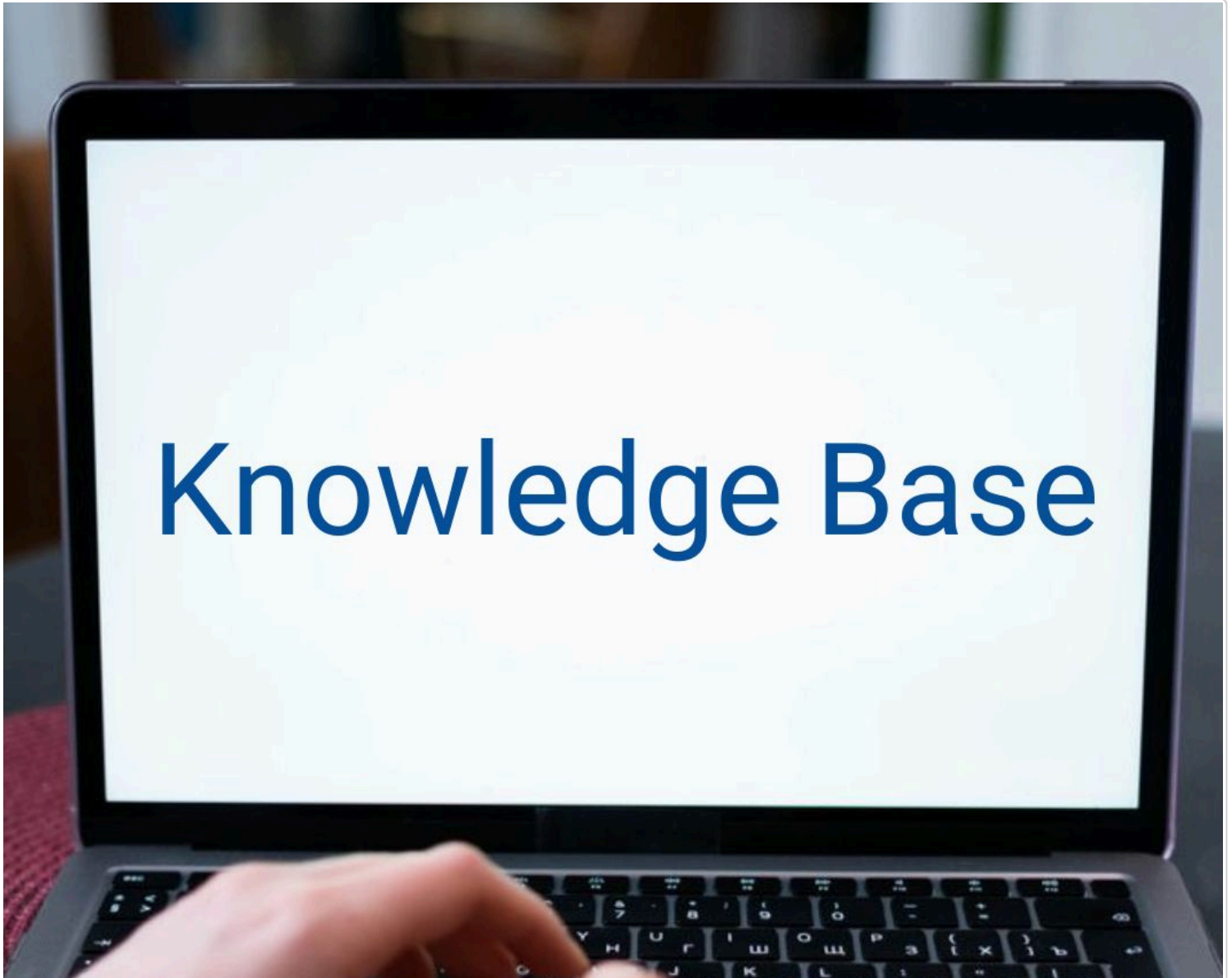
Service Manager

Feature

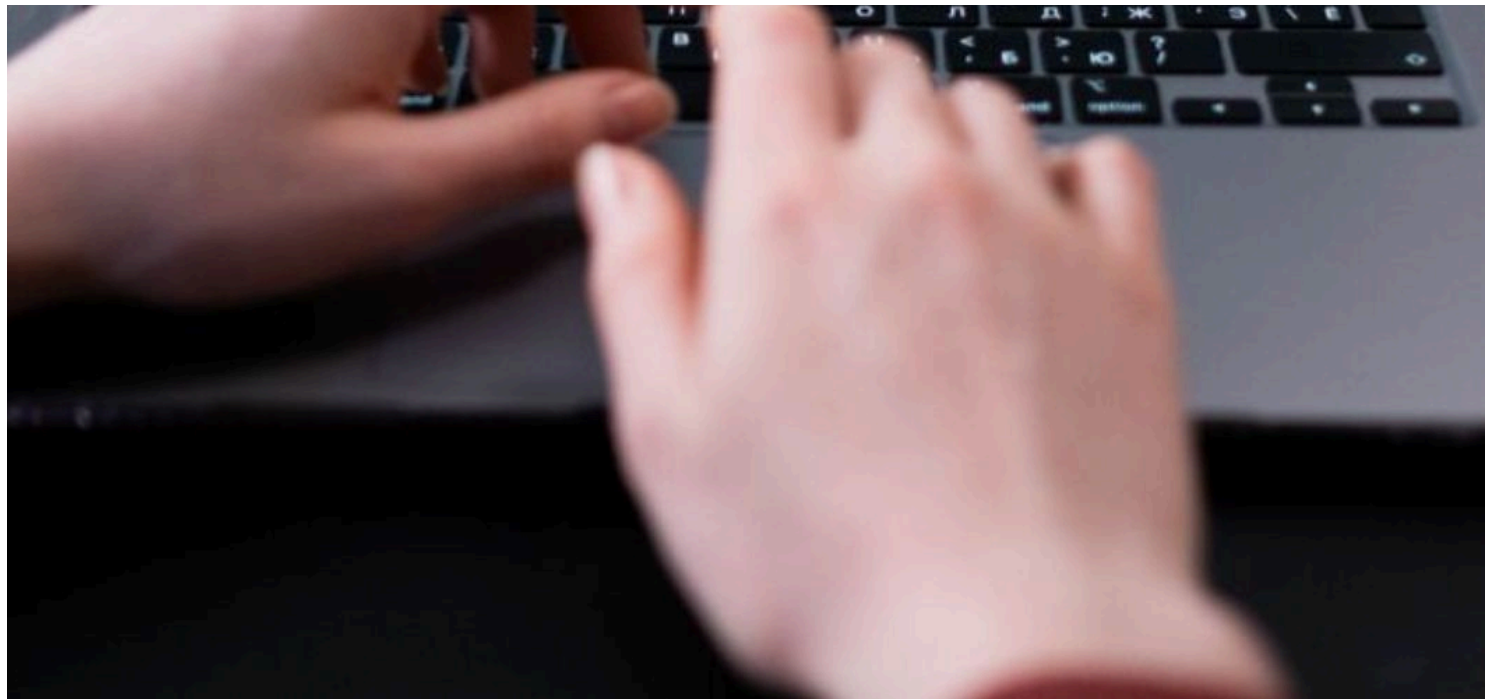
"Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients"
– Richard Branson

epic's **Service Manager** provides a centralized platform for logging, assigning, tracking, and resolving service requests across the organisation. Whether employees need IT support, facilities assistance, access requests, or operational help, Service Manager ensures that every request follows a structured process with clear ownership, accountability, and visibility.

By combining automated ticket routing, support team workflows, Knowledge Base self-service, and reporting tools, Service Manager helps organisations improve service delivery, reduce resolution times, and create a better support experience for users.



Knowledge Base



Key Functions

- Configurable Service Structure: Admins define Nodes, Areas, Categories & Support Groups to match your organisation's own support model — every ticket then routes itself automatically.
- Smart Assignment & Alerts: Primary and Backup Support Group members are notified by email the moment a ticket is logged.
- Self-Service Knowledge Base: Searchable articles — Symptoms, Cause, Resolution Steps, Workarounds, Escalation — let people solve issues before logging a ticket.
- Mobile Ticket Tracking: Agents update progress notes and ticket stage from any device, anywhere.
- Requester-Controlled Closure: Only the person who logged a ticket can accept or decline its resolution before it closes.
- Document Attachments: Supporting files attach directly to any ticket, giving agents everything they need to investigate and resolve it.
- Live Reports & Dashboards: Node-level charts and downloadable Ticket Reports give managers instant visibility.