

# Automate your end users through the perfect ticket, every time.



Tier2Technologies' flagship product, the **Helpdesk Button™**, is a powerful service tool that improves end-user experience through a streamlined and automated way to submit a support ticket to **4me**. The simple user experience belies the powerful software behind the button, **Tier2Tickets**, which generates a self-diagnosing report with every ticket, including a time-lapsed slideshow of the users' last 20 actions and real-time diagnostic data that will increase your technicians' efficiency and subsequently, your clients' satisfaction. In addition to the physical USB button, the software can also be triggered by a customizable hotkey, desktop icon, or pinned taskbar icon.

## POWERFUL SALES AND SERVICE TOOL

Brandable, physical USB Button that end users will innately associate with your trusted expert response.

## SELF-DIAGNOSING TICKET

Pre-flagged report is complete with real-time network, software, hardware, and security data, tells you exactly what is happening at the time of reporting.

- **Instant Replay automatically reproduces user activity:** View the user's last 20 actions before triggering the Tier2Tickets software.
- **Highlighted warnings + errors:** Know exactly where the problem areas are on the users device and get started diagnosing the issue with efficiency.
- **Papertrail on problematic visited sites or breaches:** DNS cache and user email are compared to list of known malicious sites and reported breaches.
- **Curated links for quick service + training new technicians:** Automatic links to reputable sources for troubleshooting errors, executables, and messages.
- **Recent Blue Screens of Death** and their error messages.
- **Plus more:** hardware and SMART statuses, printer spooler queue, and more, plus, add any log files or statuses you value via custom scripts.

## SUBMITS TICKETS EVEN WHEN DEVICE IS OFFLINE

QR Code-enabled ticket submission directly to your **4me** queue, including 10 network diagnostic tests.

## POWERFUL AUTOMATION ENGINE + AI

Create dynamic rules or end-user actions to improve resolution time.

## TICKET DASHBOARD WITH ALERTS

Know about potential problems with customizable alerts after and before users submit a ticket.

## USER TRUST FACTOR; LDAP/AD INTEGRATION

Identify users easily without requiring them to remember a password or email address via our proprietary User Trust Factor.

## END-TO-END ENCRYPTION

Industry-leading security on all of your, and your clients', data.

## HIGHLY CUSTOMIZABLE + WHITE-LABEL READY

Modify the GUI to fit your workflow and brand.

## PLUS: MORE, & MORE FEATURES ADDED MONTHLY



IMPROVE  
TECHNICIAN  
EFFICIENCY



INCREASE  
CUSTOMER  
SATISFACTION



CLOSE  
MORE  
SALES



ENHANCE  
YOUR  
BOTTOM LINE



*“Tier2Tickets/Helpdesk Buttons have become not just a want to have, but a need to have. We have easily cut down on our ticket diagnosis time by 50%, improving our technicians efficiency since they now have access to a ‘black box’ giving them good data on the problem at hand.”*



MATT KINSEY, OWNER  
MK TECHNOLOGIES

**HELPDESK  
BUTTONS**   
THE PERFECT TICKET, EVERY TIME.

## IMPOSSIBLY EASY

At the click of our physical, brandable USB button (or customizable hotkey, desktop icon, or pinned taskbar icon), your end user is guided through a friendly and easy method of submitting a ticket to **4me**. Submitting a ticket is now the easiest way for clients to get help while also providing technicians with real-time information on how to resolve the request.

## DECEPTIVELY POWERFUL

Behind **Helpdesk Buttons™** elegantly simple concept lies a powerful set of diagnostic tools that provide you with unprecedented context and visibility into your users' requests, *immediately upon ticket submission*. No more chasing end users to clarify what "it's slow" means, or to grab a screenshot of the error message. Our self-diagnosing report has everything your Tier 1 Technicians currently expend precious time tracking down. Plus, with Helpdesk Buttons, your technicians will have a chance to review and research the reported problem before contacting your clients. Technicians can spend their time doing their technical work with confidence and clarity: your clients will think they're unshakable tech gurus.

## ENDLESSLY CUSTOMIZABLE

Customize **Helpdesk Buttons™** to fit your stack, workflow, and pre-existing tool integrations with our powerful and flexible automations, built on Python and visualized for easy editing through Google's Blockly.

**Dispatcher Rules** allow you to triage tickets before they enter your ticketing queue based on user information, message or selections.

**Tier2Assist** gives your users useful actions, forms, or links based on specific phrases in their requests or the results of a third-party API after their tickets have been submitted.

**Tier2AI** uses Machine Learning to determine how closely a phrase, sentence, or paragraph matches a set of categories. You can use this within our Tier2Assist to determine what a user is talking about in a ticket and do things based on that knowledge.

**Tier2Forms'** Cognito Forms and Google Forms integrations allow you to link custom forms to your Helpdesk Buttons account, appending form data to pre-existing tickets or creating new ones upon submission.

**Tier2Scripts** enable you to modify behavior of our software and reports, launching scripts you define upon trigger or installation of our software.

# Try it today.

## GET MORE DETAILS AND A DEMO

Free-as-long-as-you-need-it, full-featured trial for up to 25 endpoints.

We'll also send you a few sample buttons and keyboard decals to get you started with perfect tickets, every time.

[HELPDESKBUTTONS.COM/REGISTER](https://helpdeskbuttons.com/register)  
[SALES@TIER2.TECH](mailto:SALES@TIER2.TECH)  
+1 833-328-8866

# 4me®

## 4me: THE SINGLE SOLUTION FOR BETTER SERVICE MANAGEMENT

4me combines ITSM with ESM and SIAM capabilities for all internal departments, such as IT, HR and Facilities, to work seamlessly with each other, as well as with external managed service providers.

FOR MORE INFORMATION:  
[WWW.4me.COM/INTEGRATIONS](https://www.4me.com/integrations)