



CLIENT PROJECT

Website support tickets inside a collaboration app

A secure collaboration software company

IN SHORT

Website visitors now reach a collaboration software company's support team directly, and staff assign and answer every ticket inside their own app, on any device.

THE CHALLENGE

The company wanted to support its own website visitors from inside the collaboration product its team already used. Requests needed to reach the right person without a separate helpdesk tool.

WHAT WE BUILT

We added a customer support module to the existing collaboration app. A widget on the company's website lets visitors raise a request. Support staff on web, Android or iOS assign tickets to team members and reply, using the app's existing filters.

AT A GLANCE

INDUSTRY

Software products and SaaS

SERVICES

SaaS and MVP development

Web application development

Mobile app development

PLATFORMS

Web

Android

iOS

Read the full project: <https://itechnosol.com/our-work/website-support-widget-for-collaboration-app/>

THE RESULT

Website visitors reach the support team from the site, and the team handles every request inside the collaboration app on desktop or phone.

BUILT WITH

JavaScript widget, Laravel, PHP, MySQL, AWS, GitHub Actions, Git

KEY FEATURES

■ Website widget

A support widget on the company's website where visitors raise a request.

■ Assignment

New and existing tickets are assigned or reassigned to team members.

■ Existing filters

Tickets use the app's existing filters, so staff sort them as they sort everything else.

■ Ticket creation

Each visitor request arrives in the collaboration app as a ticket.

■ Replies from any device

Support staff reply from the app on web, Android or iOS.

Planning something similar?

Send us a few lines about your project. A founder replies within 4 business hours with an indicative cost and timeline, free and with no obligation.

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