EDITION

November 2026

iTechnoSol Inc.

PROJECT OVERVIEW

Website support desk for a secure collaboration software company

Visitors raise tickets from the website and staff answer them inside the app on web, Android and iOS.



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CLIENT	INDUSTRY	PLATFORMS
A secure collaboration software company	**Software products and SaaS**	**Web, Android, iOS**

THE REQUIREMENT

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.

THE OUTCOME

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

CLIENT PROJECT

What it does

In short: tickets answered inside the app.

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.

BUILT WITH

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

PLATFORMS

Web · Android · iOS

SERVICES

- SaaS and MVP development
- Web application development
- Mobile app development

WORKING WITH US

How a project runs

The same four stages for every project, with working software early and the option to stop after any stage.

STAGE 1

Audit

We map the current process and agree on a first release.

STAGE 2

Trial

A working version on your data before the full build.

STAGE 3

Build

Weekly working demos, integrated with your systems.

STAGE 4

Go live

Rollout to one team, then company-wide.

INCLUDED IN EVERY QUOTATION

- Written scope with dated milestones
- Testing before delivery
- Documentation for your team
- Weekly working demo
- Code in your repository from day one
- Free bug fixes in the warranty period after launch

OUR PROMISES

- **NDA before anything**
- **You own all the code**
- **Your first call is with a founder**

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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