

Automate your Incident Response with the perfect ticket, every time.



Tier2Technologies' flagship product, the **Helpdesk Button™**, is wildly improving the traditional ticket submission, discovery, and resolution process through easy, automatic ticket creation and subsequent automation of the end user. The Helpdesk Button is a powerful sales and service tool that will differentiate your business from your competition while also improving your technicians' efficiency and subsequently, your clients' satisfaction. The software behind Helpdesk Buttons, Tier2Tickets, can also be triggered by a customizable hotkey or desktop 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.

- **Automatically Reproduce user activity:** View timelapsed screenshots of the user's last 20 actions before triggering the Helpdesk Buttons software.
- **Highlighted warnings + errors:** Know exactly where the problem areas are on the users device or that occurred within the last 10 minutes prior to button press.
- **Papertrail on problematic visited sites:** DNS cache is compared to list of known malicious sites.
- **Curated links for quick service + training new technicians:** Curated links to reputable sources for errors, executables, messages, and software information.
- **Recent Blue Screens of Death** and their error messages
- **Plus more,** plus any custom scripts you value, plus more features added monthly

SUBMITS TICKETS EVEN WHEN DEVICE IS OFFLINE

QR Code-enabled ticket submission directly to your PSA, including 10 network diagnostic tests.

POWERFUL AUTOMATION ENGINE

Tie together your stack with Python and Powershell

TICKET DASHBOARD WITH ALERTS

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

USER TRUST FACTOR

Identify users easily 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 FEATURES ADDED MONTHLY



IMPROVE
TECHNICIAN
EFFICIENCY



INCREASE
CUSTOMER
SATISFACTION



CLOSE
MORE
SALES



ENHANCE
YOUR
BOTTOM LINE



I put a Helpdesk Button on a prospect's network and ran it — solved a problem in 1 minute that he's been chasing for weeks.

And now he's asking us to quote taking over managing his network.



JOSH WEISS
PRESIDENT AND FOUNDER
LA CREATIVE TECHNOLOGIES

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

IMPOSSIBLY EASY

At the click of our physical, brandable USB button (or customizable hotkey or desktop icon!), your end user is guided through a friendly and easy method of submitting a ticket to your ticketing system. No more requiring end users to navigate endless labyrinths of technical choices just to give up and call your support line instead. 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.

API Integrations with 12+ PSAs, including ConnectWise, Syncro/RepairShoppr, Autotask, Zendesk, and ServiceNow.

Use the Portal and Customer Management tools of your choice. We integrate seamlessly with your custom portal through your PSA or a third-party option like DeskDirector or CloudRadial.

Dispatcher Rules allow you to triage tickets before they enter your PSA 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.

Tier2Forms' Google Forms integration allows you 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.



DON'T SEE YOUR INTEGRATION? WE WANT TO MAKE IT HAPPEN.

DROP US A LINE AT [SUPPORT@HELPDESKBUTTONS.COM](mailto:support@helpdeskbuttons.com)

Try it today.

GET MORE DETAILS AND A DEMO

We proudly partner with Pax8 for our North American MSPs. Contact your Wingman to see Helpdesk Buttons in action.

WINGMAN@PAX8.COM | +1 855-884-PAX8



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.