

HelpDesk Ticketing System for Broadband Support Services



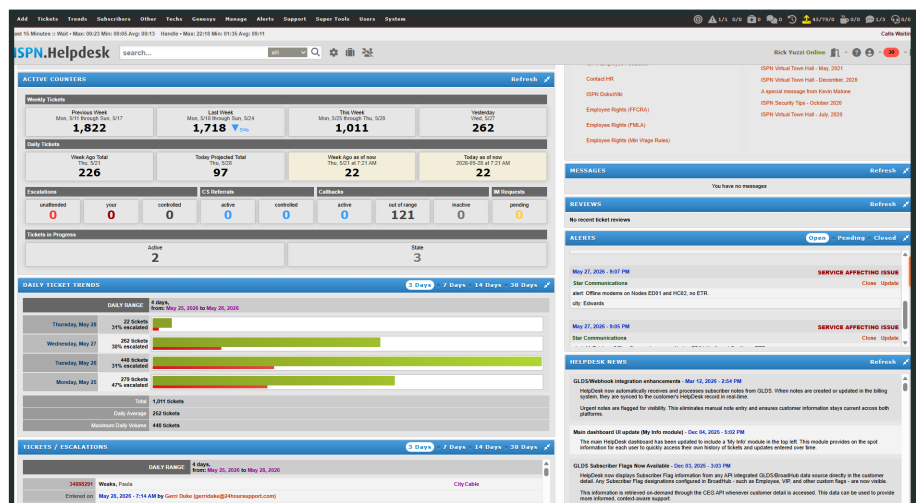
Providing exceptional subscriber support requires more than answering calls. You need visibility into customer issues, efficient escalation processes, clear and actionable reporting, and reliable communication tools that keep your staff and subscribers informed.

If you use ZCorum's Subscriber Support Services, you get access to HelpDesk, a powerful ticketing system designed specifically for broadband operators. HelpDesk centralizes subscriber support activity into a single platform, where every subscriber interaction is tracked through detailed tickets that capture troubleshooting activity, technician notes, transcripts of customer interactions, and call recordings. With built-in escalation management, reporting, and alerting capabilities, the system helps you streamline your operation and gain valuable insight into subscriber support trends.

Comprehensive Ticket Management

Our support agents create a separate ticket in HelpDesk for every subscriber call we receive, giving you immediate visibility into customer issues and the troubleshooting steps we have taken for each call. You can also create outbound call tickets that will notify our support staff that you would like us to initiate a call to a subscriber on your behalf.

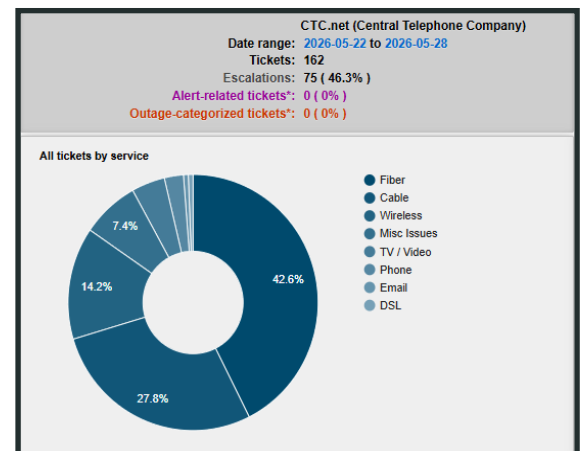
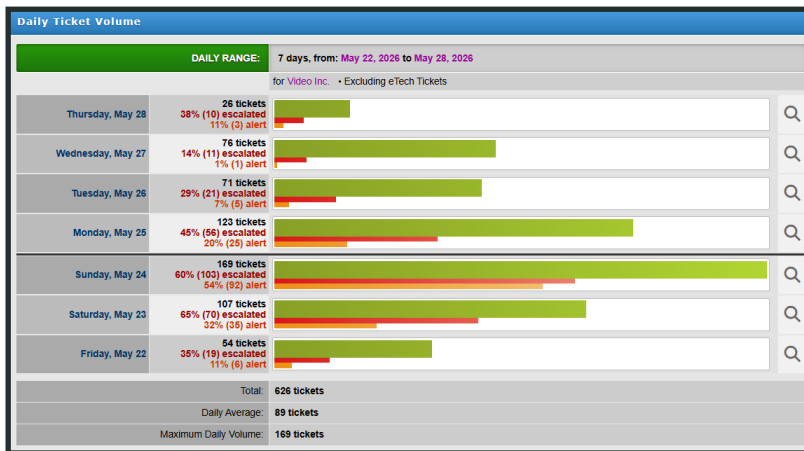
If an issue requires assistance beyond what we can provide, such as replacing the subscriber's CPE, the ticket is escalated to your team from within the application. You can configure escalation groups by service type, including cable, fiber, video, or other operational areas, and customize notification rules based on your team's schedule, ensuring tickets are routed to the appropriate personnel based on the technology, their skill set, the day of the week and the time of day.



Reporting & Analytics

HelpDesk also provides operational reporting tools that help you better understand support activity and trends. You can generate reports by date range, subscriber activity, phone prefix, escalations, service type, and ticket category, helping you to identify recurring issues and monitor support performance over time.

Built-in trend reporting provides daily and monthly visibility into ticket volume and escalation activity, while category reporting offers graphical insights into the reasons subscribers contact support and the technologies or services that are the most common among your support requests.



Alert Management

HelpDesk includes alert management capabilities that allow you to quickly flag within the application specific events so our support team is aware of any outages, scheduled maintenance events, holiday hours, or other important operational updates so we can inform your subscribers as needed. Alerts can be updated, reopened, or closed as situations evolve, and optional voice recordings can be included to help keep subscribers informed during service events.

Active Alert History for Video Inc. - Limit 50

Alert 1: GLOBAL ALERT - Status: Active / Open - Associated Tickets: 0 - expiring on Jun 22, 2026 at 5:30 AM
THIS IS A SERVICE AFFECTING ISSUE
Entered by: Brent Dempsey (bdempsey@help.com) on May 22, 2026 - 3:00 PM
Voice Prompt: No
Description: Calix customers are experiencing issues with Ethernet/WiFi connected devices on Gigaspire units - These units will show online as normal, with green lights, and OnlineUp in Cloud, but no traffic will pass and the customer will be effectively offline - Please unplug all ethernet cables, disable WiFi in Cloud, reboot the GigaSpire in Cloud, once it's back online, reconnect Ethernet and re-enable WiFi. If this does not restore service, reach out for possible escalation via UL as needed.
Last Updated: May 23, 2026 - 8:09 AM by Clay Benton (cbenton@ctc.coop)
Update ID: 159137
Description: REMINDER

Alert 2: - Status: Active / Open - expiring on May 29, 2026 at 10:38 AM
THIS IS A SERVICE AFFECTING ISSUE
Entered by: David Wilson (dwilson@24hoursupport.com) on May 28, 2026 - 10:38 AM
Voice Prompt: No

By combining ticket visibility, escalation management, reporting, and subscriber communication tools in a single platform, HelpDesk provides the tools needed to streamline support operations while improving responsiveness and operational awareness.



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