ACTONIX

DATASHEET

Ticketing & Service Desk

A service desk wired directly into endpoint automation — common requests are fixed on the device in seconds, and your team handles only what needs a human.

HIGHLIGHTS

Tickets that resolve themselves

Approved requests deploy straight to the device

Device context on every ticket

Hardware, software, patch and health data attached

SLAs, queues & approvals

Routing and targets per category and team

Alert-to-ticket

Failed patches and health alerts open tickets automatically

OVERVIEW

A service desk that does the work

Most helpdesk tickets ask for something an endpoint agent could do on its own: install an app, clear a cache, reset a service, grant access. Actonix Ticketing connects your service desk to the Actonix agent, so those requests are fulfilled automatically — and every ticket that does reach your team already carries the device details needed to fix it.

HOW IT WORKS

From request to resolution

#	Step	What happens
1	**Request**	An employee raises a request in the Self-Service Portal, or an alert opens one automatically.
2	**Context**	Device hardware, installed software, patch level, health and diagnostic results are attached.
3	**Approve & route**	Policy auto-approves standard items; others go to a manager or the right IT queue with an SLA.
4	**Fulfil**	Approved items — software, fixes, access — are delivered to the device by the Actonix agent.
5	**Confirm**	The employee confirms, reopens or rates the outcome; everything is logged.

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CAPABILITIES

Everything your helpdesk needs

Employee self-service portal

Staff install approved software, run fixes and raise requests 24/7 from the system tray.

IT service catalog

Software, access and hardware requests with policy-based approval.

One-click self-healing

Temporary files, browser cache, DNS flush and drive optimisation — no admin rights needed.

Device context on every ticket

Hardware, software, patch and health data attached automatically.

Approvals & workflows

Route to managers or IT; approved items deploy straight to the device.

SLAs, queues & priorities

Response and resolution targets tracked per category and team.

Alert-to-ticket

Failed patches and health alerts open tickets automatically.

Reporting

Volume, deflection rate and resolution time by team and category.

WHY IT MATTERS

Give your team its time back

- **Fewer tickets** — when the fix runs on the device, the request never has to reach your team.
- **Faster resolution** — no back-and-forth asking for hostnames, versions or screenshots.
- **24/7 coverage** — employees help themselves outside office hours.
- **Full audit trail** — every request, approval and action recorded.

See Actonix on your own endpoints

Book a live demo, or talk to our team at sales@actonix.in.

actonix.in/demo

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