

# Simplify IT ticket submission and track how tickets were resolved with FMX

Requesters will often leave important information out of the IT tickets they submit, making it harder for IT staff to solve their problem. And if requesters find your ticketing system to be too complicated, they will often try to submit tickets via email or over-the-phone, meaning they are even less likely to provide the necessary information. With ticketing software, like FMX, your requesters can easily submit IT tickets and know what information is required and you can view all of your tickets in one place so that you can make sure nothing falls through the cracks.

## The FMX Technology Request module can help you stay on top of tickets and:

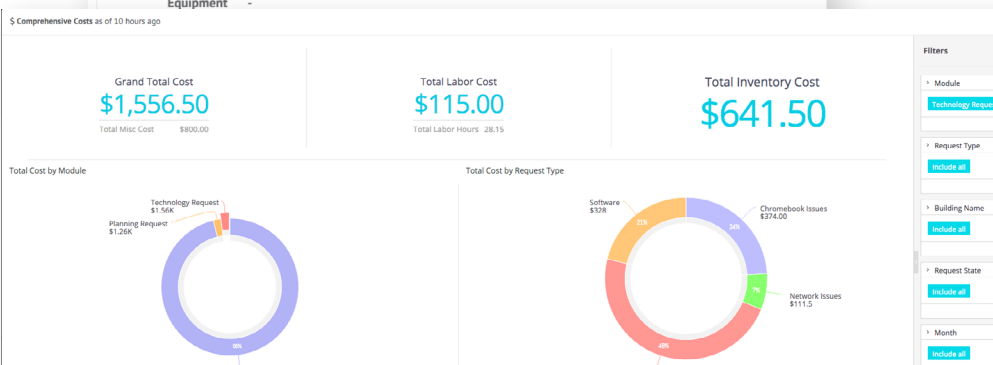
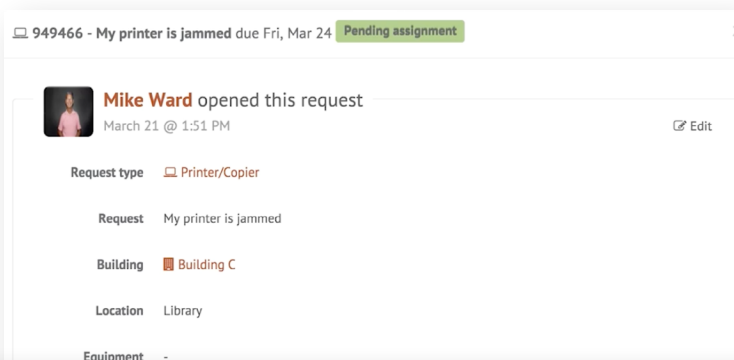
- Streamline ticket submission
- Require certain information before a ticket can be submitted
- Easily respond to tickets to ask for additional information
- Improve communication with occupants
- Prioritize tickets based on need
- Easily assign and resolve tickets
- View each and every ticket your team members are working on
- Never misplace tickets again
- Look up how past tickets were resolved
- Keep track of time and money spent



## What Customers Are Saying

"FMX has really made me better at my job. It has the best balance of features and simplicity of the systems we tried, and it is extremely user friendly. In addition, FMX is cost effective. As a church, our operating budget comes from money provided by our congregation, so it is of utmost importance that we use those funds responsibly. FMX lets us maximize the efficiency of those dollars.

— Mark Reidland, HighRidge Church, Technical Arts / Facilities / IT Director



## Benefits of FMX

- Easy to use
- Tailored to your needs
- Unlimited:
  - + Information storage
  - + Requesting and vendor users
  - + Lifetime customer support
- Accessible from anywhere on any Internet-enabled device
- Import and export your data at any time

## What can you do with the FMX Technology Request module?

**Receive tickets from occupants:** Occupants can submit IT tickets through FMX in minutes, and IT can focus on completing tickets instead of receiving them.

**Assign tickets and set due dates** for your staff and outside vendors. You can even automatically route notifications to specific users based on their trade (i.e. printing) or the building they work in.

**Keep your team on track** through email notifications. Your team will know immediately when a ticket is submitted, assigned, or otherwise updated.

**Set up automatic notifications for occupants** when their tickets are responded to, assigned, and resolved.

**Communicate directly with occupants:** You can ask for additional details, alert them to a delay in completing the ticket, or provide a reason why you've declined their request.

**View your daily schedule:** With FMX's simple calendar display and list view, you and your staff will know what you need to accomplish that day.

**Look up details about how a ticket was resolved:** You can easily pull up past requests and view histories for each user, location, building, piece of technology equipment, and request type (i.e. Printing).

**Set user permissions:** FMX makes it easy to define each user's role and what they are allowed to view and change in your system.

**Communicate directly with vendors** by adding them as users in FMX. You can assign them to tickets, set due dates, and exchange information about a ticket all through FMX.

**Upload photo and file attachments:** Use photos to provide context for tickets. You can also store important documents such as operating manuals and warranty information.

**Log worker hours and calculate costs** associated with each technology request, piece of equipment, or building. You can even calculate the labor costs associated with a request type (i.e. all printing requests) for a given period of time.

**Compile reports and view interactive dashboards:** With FMX's reporting features, you can view total costs by equipment type (i.e. printing), total costs per building, total costs of tickets completed each month, the number of tickets resolved, the number of tickets pending resolution, and much more.

## Learn more about FMX



**Schedule a demo**

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