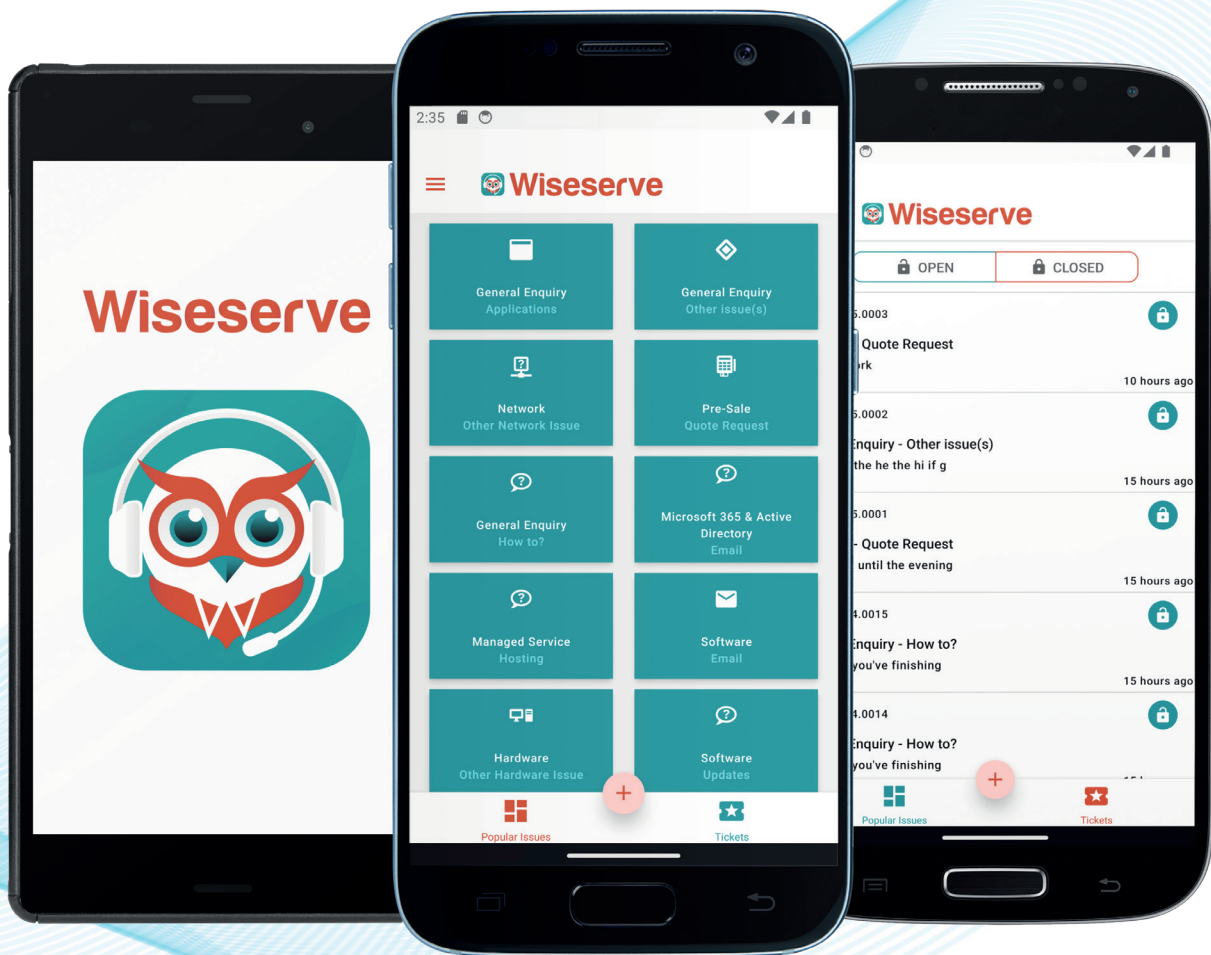# Wiseserve Ltd release world's first support End User Application for world leading CRM Datto

'An engineer in your pocket'
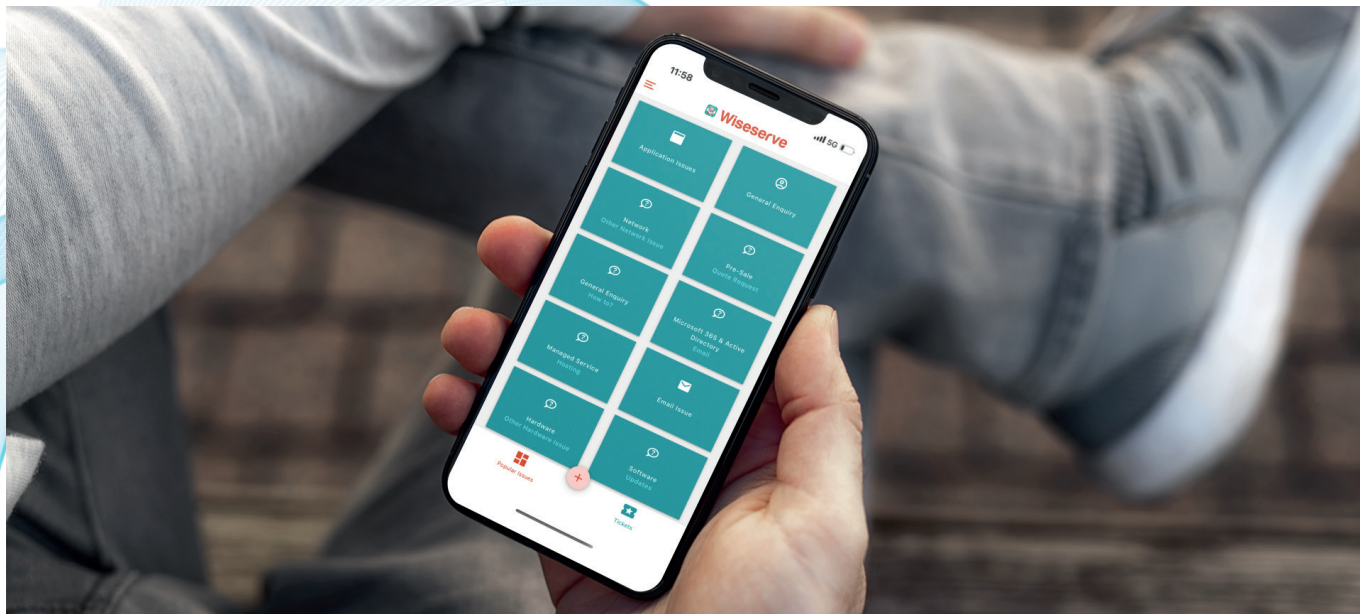
Now integrating with Autotask by Kaseya

06/12/2023, Oxford UK

Wiseserve
By your side

Oxford based MSP company, Wiseserve Ltd, are releasing a mobile application giving end users the options to raise support tickets to the world leading CRM, Autotask by Kaseya. No other CRM or service provider offers this functionality.

Autotask by Kaseya is the one of the world largest CRM and is used by MSPs around the globe to help manage support tickets. Until now, the only way to raise tickets has been via a web browser/email/phone call or in person. For those end users out in the field, this was an ongoing frustration. Well, not anymore....

The app offers functionality:

- Manage Tickets / Projects etc... on Autotask within the palm of your hand.

- Raise new issues with one click.

- Locale-sensitive language settings (WIP)

- Available worldwide

- Customisable themes (Corporate Branding – White labelling)

- Raise tickets quickly, with predetermined popular issues.
  - This is based on issue type counts of the live data on the Autotask platform.

- Intelligent Sorting and filtering

- Industry specific and custom developed AI Integration –
  If AI cannot solve it – the App will raise a ticket.

- Push notifications

- Filtering

- Search tickets title and description (v.2)

Wiseserve
By your side

https:/app.wiseserve.net

'Simple pallet customisation and white labelling making the APP fit with your corporate identity.'

About Wiseserve

Wiseserve Ltd is an Oxford based MSP. Founded in 1996, Wiseserve has become one of the most established Managed Service Providers in Oxfordshire and beyond. With clients ranging from the Oxford University to the one-man band carpenter. It seemed obvious that someone this well-established would be the pioneers of something so game changing.

Find out more

Contact Leon Du Plooy on 01865 451 177, email leon@wiseserve.net or visit
https://app.wiseserve.net/

Wiseserve
By your side

https:/app.wiseserve.net