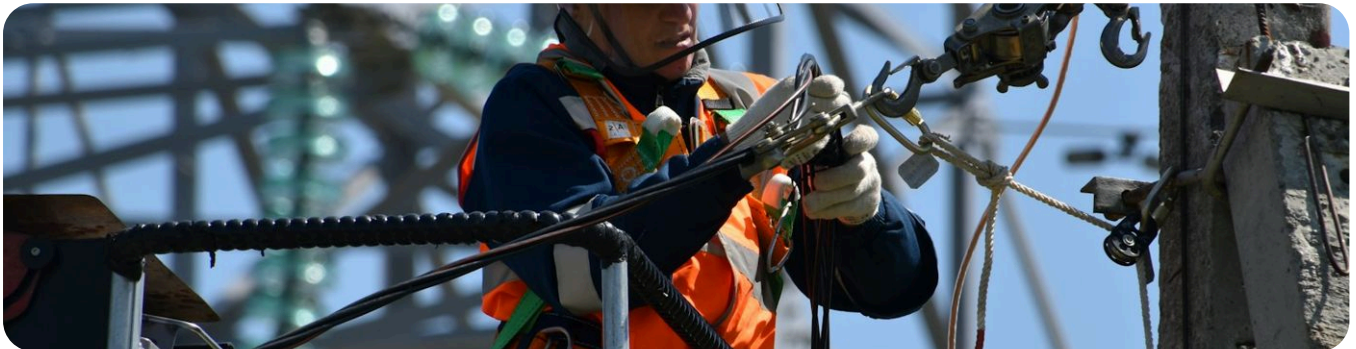


Telecom

Canada

# A telecom company moved service requests from email and calls into one helpdesk

A large telecommunications company in North America replaced emails, spreadsheets and calls with tracked tickets, so every service request has a category, a priority, an owner and a status.



## AT A GLANCE

### INDUSTRY

Telecommunications

### REGION

Canada and North America

### OPERATIONS

Warehouses and distributed field teams

### PREVIOUSLY

Email, calls and spreadsheets

### FEATURES USED

Work

Insight

## 01 The client

The client is a large telecommunications company headquartered in Toronto, with warehouses and distributed field teams across North America.

Support requests come in from departments, offices, technical teams and operational locations. They were tracked through emails, spreadsheets, calls and manual coordination.

## 02 The challenge

Requests were being received, but there was no structured way to track them. Progress was followed by email and phone, so responses slipped and ownership was often unclear.

- Requests arrived by email, phone and spreadsheet, with no single queue.
- Ownership was unclear once a request was received.
- Responses risked delay, and some requests were missed.
- Little visibility of ticket status for managers or requesters.
- Repeated follow-ups just to check progress.

### 03 What they set up in Asset Infinity

The company ran its service requests in Asset Infinity's Work feature, with tickets created, assigned, prioritized, tracked and closed in one place.

#### Work

##### One request queue

Requests are raised from the web, the mobile app or by email, and every one lands in the same queue.

#### Work

##### Categories and priorities

Each request has a category and a priority set to the company's service needs, which decide who handles it and how fast.

#### Work

##### Assignment and escalation

Tickets are assigned to technical, operational or support teams. SLA timers run, and reminders and escalation follow when a ticket waits too long.

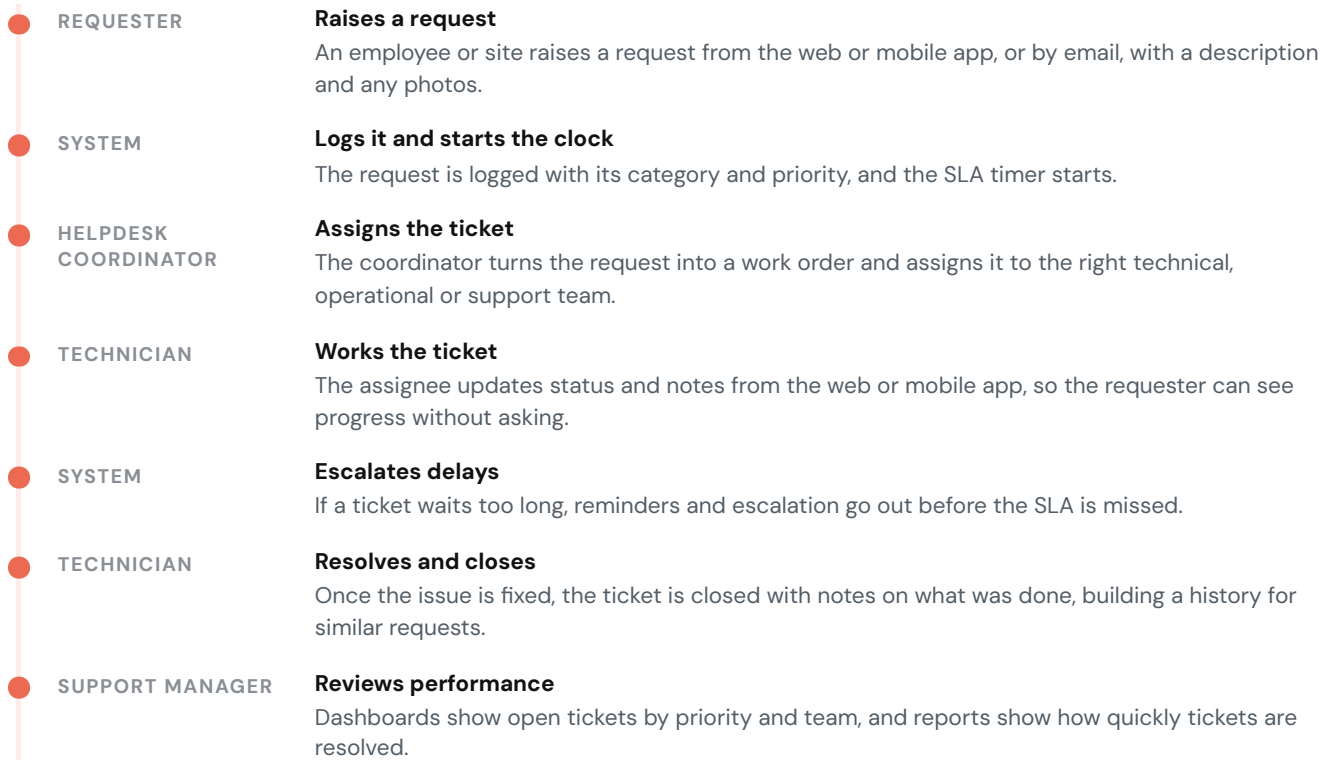
#### Insight

##### Support performance

Dashboards show open tickets with status, priority and owner, and reports track response and resolution across teams.

### 04 How it works day to day

Here is what happens now when someone needs support.



## 05 Before and after

|                    | BEFORE                                 | WITH ASSET INFINITY                  |
|--------------------|----------------------------------------|--------------------------------------|
| Receiving requests | Emails, calls and spreadsheets         | One queue from web, mobile and email |
| Ownership          | Often unclear                          | An assigned owner on every ticket    |
| Priorities         | No structured categories or priorities | Category and priority on each ticket |
| Response           | Risk of delays and missed requests     | SLA timers, reminders and escalation |
| Status             | Checked through repeated follow-ups    | Visible to requesters and managers   |

## 06 How it rolled out

1

**Assessment.** Support channels, ticket volumes, response practices and service gaps were reviewed.

2

**Categories, assignment and workflow.** Ticket categories, priorities, assignment across teams and the steps from creation to closure were configured.

3

**Teams trained.** Support teams were trained, and workflows were refined based on ticket performance.

## 07 The results

- All service requests consolidated into one helpdesk.
- Faster resolution through organized assignment.
- Clear status, priority and owner for every ticket.
- Defined responsibility at each stage of a ticket.
- Fewer follow-ups to check on progress.
- Better coordination across service, technical and operational teams.

## 08 Why it worked

### One front door

Every request, however it arrives, ends up in the same queue, so nothing is lost in an inbox.

### Clear ownership

Each ticket has a named owner at every stage, which made accountability simple.

### Delays surface early

SLA timers and escalation flag slow tickets while there is still time to act.

## 09 Looking ahead

With Asset Infinity, the company moved from fragmented request handling to one helpdesk across its support operations. Teams create, assign, prioritize, track and resolve tickets in the same structured way.

Service visibility is better, manual coordination has dropped, and every ticket has a clear owner from the moment it is raised to the moment it is closed.

### See it on your own assets

A 30-minute demo, set up for a telecom or field service operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

[Book a demo](#)

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