

## ENFINITY DESK

# Give every support request a clear next step.

For support teams managing customer tickets, agent ownership and conversations.

## CAPABILITIES IN THE CURRENT SOURCE

01

**Ticket ownership**

Intake requests, assign agents and list tickets in the current support service.

02

**Conversation history**

Post customer-facing messages and internal notes; non-internal replies affect the ticket's waiting state.

03

**Resolution lifecycle**

Resolve with a resolution note, close tickets and reopen them when follow-up is needed.

04

**Supporting context**

Add message attachments and link knowledge articles to ticket records through dedicated operations.

**One product family. Distinct business responsibilities.**

Source-reviewed capabilities, not a promise that every feature is enabled in every edition or deployment.

**FROM CAPABILITY TO DAILY WORK**

# A practical workflow.

- 1 **Receive the request**
- 2 **Assign an agent**
- 3 **Work the conversation**
- 4 **Resolve and close**

**WHERE THIS PRODUCT FITS**

Desk handles customer support. Confidential employee HR cases remain in HCM. AI, channel intake, migration and SLA behaviours require configuration and should be separately validated.

**AVAILABILITY AND REVIEW**

The capabilities described here have implementation evidence in the local Nova source reviewed on 5 September 2026. This is not a live deployment test, security certification or country-compliance sign-off. Confirm edition, configuration and acceptance criteria with the product team. Planned capabilities are excluded from the feature list.

**SOURCE BASIS**

Tickets / SupportTicketService.cs

Nova working-tree implementation. Legacy v84 PDFs were not used. Detailed file provenance accompanies this brochure collection.