

— SOFTWARE • IT SUPPORT TICKET MANAGEMENT

Support Flow

An IT help desk that turns WhatsApp support messages into tickets automatically

Support Flow is a ticket management system that lets IT support teams handle requests from their client companies in one panel. It evaluates messages arriving at connected WhatsApp accounts with AI and opens tickets automatically; tickets can also be created from the panel, the customer portal or via webhook. Technician assignment, internal notes, a knowledge base, task management and per-company reporting live on the same platform.

HIGHLIGHTS

01

Automatic tickets from WhatsApp

Direct and group messages are evaluated; real requests become tickets and the sender gets a confirmation with the ticket number.

02

AI-assisted triage

Title, category and priority are suggested; company and technician names in the message are matched. Personal data is masked before analysis.

03

Customer portal

Client users open and track their own company's requests and view company reports.

04

Per-company reporting

Breakdowns by company, staff, category and out-of-hours; Excel export and email delivery.

WHO IT'S FOR

IT service providers turning WhatsApp requests from client companies into tickets

In-house IT teams collecting and tracking employee requests from WhatsApp groups

Reporting support load and out-of-hours requests per company and sharing them with clients

Giving client users a portal to track their requests

Technicians managing recurring maintenance tasks and solution documents in one place

Features 94 FEATURES

The list below shows, module by module, what the current version of the product does.

Tickets 9

- Table and list views with ID, subject, status, priority, category, company, user, technician and date columns
- Search; filter by status, priority, technician, company, category and date range; sort by column
- New tickets appear in the list instantly and highlighted
- Ticket numbers with a channel letter and date/time (W: WhatsApp, M: manual, E, A: API)
- Assign or unassign a technician and a company from ticket detail
- A note is required when changing status and is saved on the ticket as an internal note
- Internal notes hidden from the customer
- Ticket attachments: view and download; images compressed to JPEG
- Edit and delete tickets (permission-based)

Ticket Creation & Channels 6

- New ticket from the panel: subject, description, priority, category, client company, related contact and technician
- Searchable dropdowns for company, contact and technician
- Attach files on creation: up to 5 files, 10 MB each
- 13 categories: technical support, access request, installation, faulty device, internet/network, restriction removal, VPN, mail, password, e-signature, new staff, hardware/consumables, software/licence
- Client users open requests from the customer portal
- Create tickets, update status and add notes from external systems via incoming webhook

WhatsApp Connection & Conversations 10

- QR code shown in the panel; link a WhatsApp account by scanning with the phone, or disconnect
- Connection state and linked phone number display
- Multiple WhatsApp numbers; replies from the panel go out from the default number
- Conversation list: unread count, last message, mark as read
- Incoming text, image, document, audio, video, location and contact card messages

- Group chats are tracked as a single contact, showing the participant who wrote each message
- Send text replies to WhatsApp from the panel
- Messages written from the phone or another device are also recorded in the conversation
- On connection, messages from the last 72 hours are imported into conversations (no tickets are opened for them)
- In groups with several linked numbers, the same message is stored only once

AI & Automation 13

- Greetings and small talk are filtered out; real support requests become tickets
- Misspelled Turkish messages are interpreted by meaning (e.g. "yzcı calismio")
- Suggested ticket title, category and priority
- Company names are matched to client companies and technician names to staff (honorifics like "bey" are stripped)
- When unsure, a ticket is opened so no request is lost
- Critical phrases (blue screen, ransomware, data breach, system outage) open a critical ticket instantly
- Personal data is masked before analysis
- If AI does not respond, the ticket is still opened using rule-based analysis
- Processing mode selected in the panel: hybrid, AI only, rules only
- Turn automatic ticket creation on or off
- Turn the automatic WhatsApp confirmation (ticket no, category, priority) on or off
- Excluded contacts: exempt phones, names or group names from automatic tickets
- New messages in a conversation with an open ticket do not open another ticket

Contacts & Company Matching 6

- WhatsApp contact list; search by name, phone or email
- Contact type badge: company, individual, unregistered
- Automatic matching to a company by phone, email or email domain

- Manually assign a contact to a company or company user, or remove the assignment
- Create a new company user from the assignment dialog
- WhatsApp profile name and photo stored on the contact

Client Companies 6

- Create a new company and its first admin in one step
- Company details: contract tier, tax ID, address, domain, contact details
- Company users: add, edit, delete, reset password and grant permissions
- WhatsApp contacts assigned to the company and the list of unassigned contacts
- Permissions and limits: maximum user count and which permissions may be granted
- Company activity history

Customer Portal 5

- Separate customer login; users see only their own company's requests
- Dashboard: open, in-progress and resolved-this-month requests, average response time, recent requests
- Request list and new request form
- Company reports (admins): manual/WhatsApp request sources, top requesters in the last 30 days, 30-day trend
- Profile, password change and two-factor authentication

Dashboard & Personal Panel 6

- Open, in-progress, waiting and resolved ticket counts; active conversations and unread messages
- Channel mix: WhatsApp, manual by staff, manual by customer
- Opened/resolved trend: daily, weekly, monthly; filter by status
- Staff performance: resolved, in-progress and open tickets; period and staff filters
- Registered companies, company users and contacts; service and WhatsApp connection status
- Personal panel: my open and in-progress tickets, resolved this week/month, pending and overdue tasks

Report Management 8

- Period: today, this week, this month or a custom date range
- Total, resolved and open tickets; average resolution time

- Company breakdown: by priority, resolved/open and spam/duplicate counts
- Company detail: top requesters and category breakdown
- Staff performance: resolved tickets and average response time
- In/out-of-hours analysis (09:00–17:00), hourly distribution and companies opening out-of-hours tickets
- Security events: password resets and new staff registrations
- Excel export (summary, company and staff sheets) and sending the report by email

Tasks & Knowledge Base 11

- Tasks with title, description, priority, due date and multiple assignees
- Unassigned tasks go to a pool; staff take them with "claim"
- Tabs: all tasks, pool, my tasks, completed; staff and priority filters
- Statuses: pending, in progress, completed, overdue
- Recurring tasks (daily, weekly, monthly, yearly); the next one is created automatically on completion
- Completion history showing who completed it and when
- Solution articles with title, category, content and tags
- Search by article, tag or keyword; category filter
- Verified article flag, author and dates
- Clone an article to create a new one
- Copy an article to the clipboard as a reply in one click

Integration: Webhooks & Email 5

- Outgoing webhook events: ticket created, status changed, assigned, resolved; message received; contact and company created
- Per-webhook event selection, HMAC-SHA256 signing secret, active/inactive
- Test send and delivery log (status code, duration, attempt)
- Incoming webhook: create tickets, update status and add notes with a secret header
- SMTP settings (server, port, TLS/SSL, sender) and test email

Staff, Security & Audit 9

- Staff tiers: super admin, admin, senior technician, support; menus by role

- Add staff, username login, password reset, deactivate, restore and permanent delete
- Staff profile: resolved/active tickets, task stats, skills, recent activity
- Company user roles: admin, user, viewer
- Two-factor authentication with authenticator apps; 10 single-use backup codes
- Password change required at first login; password rule: at least 8 characters, an uppercase letter and a digit
- Password reset link by email
- Audit log: role changes, password changes and activity records; filter by company
- Personal preferences: language, time zone, light/dark theme; in-panel sound alerts

Technical specifications

Ticket channels	WhatsApp (linked account), web panel, customer portal, incoming webhook
WhatsApp connection	Account pairing by QR code; a separate connection service per number with automatic reconnection
AI engine	Local language model on the organisation's server (Ollama); rule-based analysis takes over if the model does not respond
Processing modes	Hybrid, AI only or rules only; switched from the panel
Personal data masking	Turkish ID numbers, phone, email, IBAN, card, tax and plate numbers and IP addresses are masked before analysis
Webhooks	Outgoing events signed with HMAC-SHA256, with delivery log and test send; incoming webhook to create tickets, update status and add notes
Email	Password reset and report delivery over SMTP (TLS/STARTTLS); configured and tested from the panel
Authentication	TOTP two-factor authentication with 10 single-use backup codes; password change required at first login
Data isolation	Database-level tenant isolation; client users see only their own company's tickets
Real-time updates & UI	New messages and tickets appear instantly with sound alerts; Turkish/English, light/dark theme

DEPLOYMENT Installed on the organisation's own server with Docker Compose: PostgreSQL, Redis, the application server, the web panel and one connection service per WhatsApp number. The local language model (Ollama) can optionally run in the same installation.

Book a demo or request a quote

Contact us to see the product in your own environment and discuss scope and pricing.

PHONE +90 850 441 3 441
+90 324 350 03 50
EMAIL bilgi@martateknoloji.com.tr
WEB martateknoloji.com.tr
ADDRESS Mersin Teknopark 35C/B5, Çiftlikköy,
33343 Yenişehir / Mersin, Türkiye
Mersin · İzmir · London

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