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## Unlocking Efficient Customer Service: The Benefits of Our Ticketing System

In today's fast-paced business environment, efficient and transparent ticket management is more critical than ever. At Couranto, we understand that dealing with service issues can often be a daunting task, involving lengthy calls to publisher help desks and navigating complex technology teams, sometimes waiting on hold for an hour or more. Following up these calls with several emails is standard procedure, all aimed at resolving your concerns.

However, imagine a scenario where you no longer need to go through these time-consuming processes yourself. That's right, at Couranto, if we weren't handling this for you, you'd be stuck doing it all on your own. Recognizing the need for a more streamlined and user-friendly approach, we have integrated Zendesk, the same advanced ticketing system used by Fortune 500 companies, to redefine how we manage and resolve your service tickets.

What Does This Mean for You?

**24/7 Access to Service Tickets:** The big news is that you now have round-the-clock access to your service tickets through Zendesk. This accessibility ensures that you can view the status of your queries anytime, providing a layer of transparency and control that was previously unavailable.

**You Don't Have to Do It Yourself:** With Zendesk, the burden of chasing down service tickets is lifted. You have direct access to our Customer Service Account Executive Team, who are always ready to assist you. This means less time spent on hold and more time focusing on what's important to you and your business.

**Enhanced Communication and Follow-ups:** Zendesk allows for better tracking and follow-ups on your issues. Our technology enables us to keep you informed every step of the way, from the moment you submit a ticket to its resolution. You'll never have to wonder what is happening with your service ticket; Zendesk keeps you in the loop effortlessly.

### Step-by-Step Guide to Accessing the Couranto Ticket Portal

Navigating our Zendesk ticketing system is straightforward. Here's how you can access and manage your service tickets efficiently:

1. **Access the Portal:** Enter <https://csubs.zendesk.com> in your web browser. Bookmark this page to ensure you can easily return to it whenever needed.
2. **Sign Up for Access:** If you are a first-time user, click on "Sign up" at the login page. You'll need to provide your full name and email address. Follow the instructions sent to your email to complete the signup process.
3. **Log In:** Once you have set up your account, return to <https://csubs.zendesk.com> and log in using the email address and password you registered with.
4. **Navigate Your Account:** After logging in, locate the downward arrow next to your name in the upper-right corner of the page. Click this to open the account settings and options.
5. **Manage Your Tickets:** From the dropdown menu, select "Requests." This will take you to your ticket management page where you can view and handle all your current and past service tickets.

At Couranto, our commitment to enhancing customer service through technology is unwavering. By adopting Zendesk, we aim to make your interaction with our support system as smooth and hassle-free as possible. We understand the challenges that come with managing service tickets, and with Zendesk, we're excited to offer you a solution that not only meets but exceeds your expectations for what a ticketing system can do.

So, next time you have a query or need support, remember that help is just a few clicks away. Zendesk empowers you to manage and track your tickets efficiently, giving you peace of mind and more time to focus on your core responsibilities. Welcome to a new era of customer service at Couranto—simplified, transparent, and always accessible.

Courano is a WBENC and Disability:iN certified diverse company with more than 30 years experience in corporate information contract management, Couranto serves clients globally with strategic programs that maximize the value of information portfolios by reducing costs while improving access to licensed content, data resources, intellectual property, corporate memberships and related contracts. Couranto's Discovery and Clarity platforms provide custom-configured end-to-end information access, budget planning and license management tools. Built on deep expertise and a long history of client successes, Couranto solutions add value to your information and help drive innovation throughout your organization, creating enduring impact.

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**Jennifer Pick**, Couranto's Customer Service Manager is a seasoned business executive with over two decades of professional experience. Jenifer's expertise lies in crafting strategies that harmonize processes, people, and technology to elevate teams to new levels of growth and profitability.