

CUSTOMER SERVICE MANAGEMENT



INVEST IN YOUR CUSTOMERS FOR REPEAT BUSINESS

- by adopting after-sales customer support

- * **Develop customer loyalty and trust.**
- * **Know the needs and expectation of your customers.**
- * **Respond quicker to support and complaint issues like never before.**
- * **Continuously discovering areas in your business that needs improvement.**
- * **Analyse trends and patterns from real time data.**
- * **Receive alerts and escalation of service issues.**
- * **Resolve issues at point of contact - stop giving your customers the run around.**

Features :-

- Service process workflow
- Define service responsibility
- Service agent creation
- Service incident creation
- Service incident assignment
- Service incident closing / resolution generation
- Incident monitoring
- Service history tracking
- Service level analysis
- Activity update for service incident
- Service appointment booking
- Integration with employee work scheduler
- Email integration for service enquiry
- Knowledgebase system
- Subordinate responsibility tracking
- Employee timesheet system
- Product cataloging
- Product service warranty
- Product health history
- Warranty expiry notification
- Product fault analysis
- Service time cost charges