



Customer Management System



Customer Service

Boost service effectiveness & customer satisfaction

Deliver customer information, queries and requests, service history, and support knowledge directly to the desktops of customer service representatives (CSRs) and supervisors. Give them the tools quickly respond to customer needs and swiftly resolve the issue at hand.



Enable the support team to work seamlessly with the sales team by having a 360° view of all client interactions. Track analytics to identify emerging opportunities or occasions to upsell the client on another product or service.



Customer Management System

BUILD CUSTOMER SATISFACTION AND LOYALTY

Build customer satisfaction and loyalty by delivering superior service across all interaction channels, including phone, e-mail, in-person communications, and Web portals.

MANAGE WORK MORE EFFICIENTLY

Increase efficiency by enabling users to be more productive, with access to complete customer information, cases, contracts, lists, reports, products and preferences.

AUTOMATE SERVICE PROCESSES

Create robust service processes that span the your service delivery operations, including case routing, escalation, and automatic e-mail response. Business automation lets you provide the highest level of service, maintaining consistency in the way customer service is delivered while keeping costs contained.

RESOLVE ISSUES QUICKLY AND WITH PRECISION

Speed accurate resolution of customer incidents by giving users access to all needed information about customers, products, services, and cases through a single user interface. Create a knowledge base of frequent queries with standardise resolutions, for customer service reps to deliver reliable solutions.

MANAGE EVERY ASPECT OF CUSTOMER SERVICE

Manage cases: Create, assign, and manage cases from initial contact through resolution across multiple channels. Use the same application for phone, e-mail, Web, and in-person, for improved efficiency and faster service.

Manage service levels: Achieve more efficient oversight by creating and maintaining service contracts. Manage service level agreements, refine business processes, and bill customers accurately.

Manage facilities and resources: Manage service appointments and resources across service sites and locations. Provide greater visibility into service delivery through a single calendar view of service professionals, tools, resources, and facilities.

TURN INFORMATION INTO KNOWLEDGE

Accurately measure performance: Measure customer satisfaction at every stage of the service lifecycle. Use historical and predictive analytics to help raise customer satisfaction, reduce case handling times, and improve first-call resolution.

Identify opportunities for service improvement: Identify common support issues, track service processes, and measure service performance so you can continually improve your service processes.

Create new revenue opportunities: Make compelling up-sell and cross-sell offers to your customers by giving customer service reps access to comprehensive customer information and analytics as part of the service process.

STREAMLINE SUPPORT PROCESSES

Increase effectiveness by standardising and automating support activities through workflows. Streamlined processes help you resolve issues quickly and accurately, boosting both service effectiveness and customer satisfaction. Automatic creation and assignment of activities such as phone calls, letters, and field service yield greater consistency. Maintain accurate account, contact and service history with automated tracking and response for customer e-mail messages.

