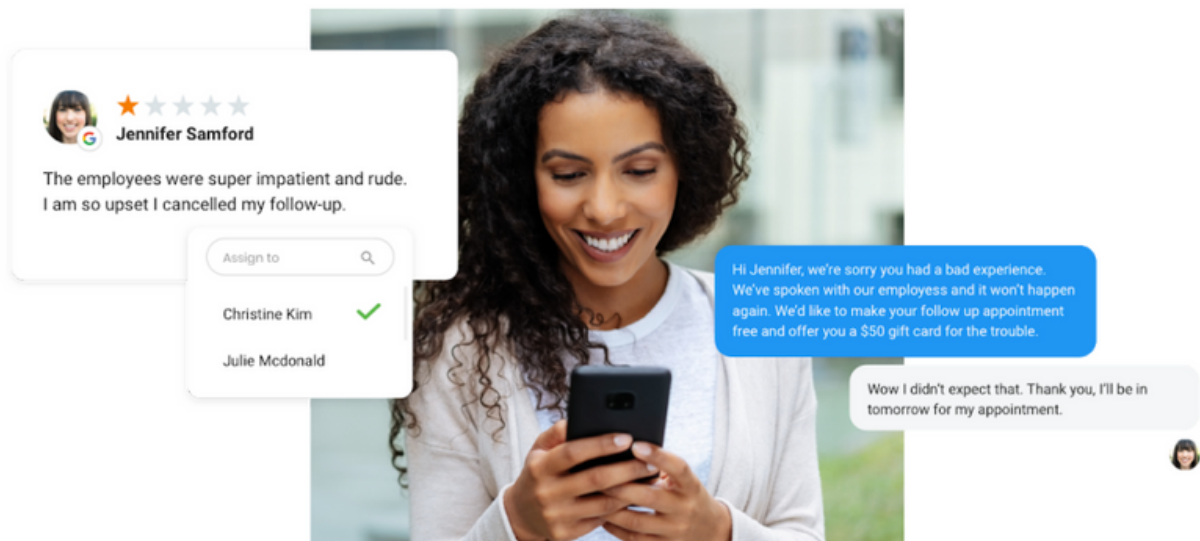




# Ticketing

**Put your business on the map and be found everywhere**

Convert reviews, social mentions and survey responses into support tickets.  
Solve issues before they escalate.

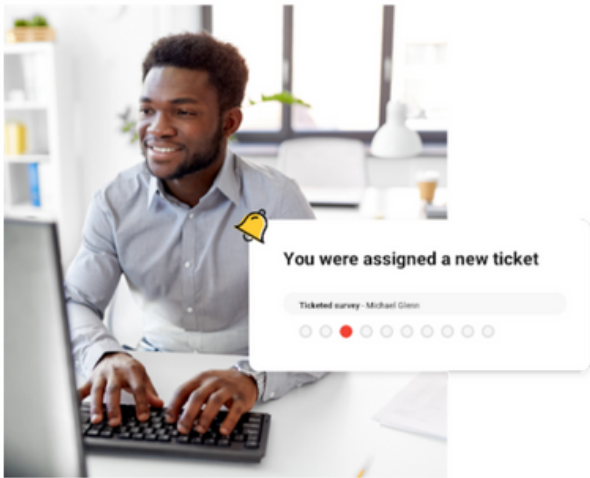
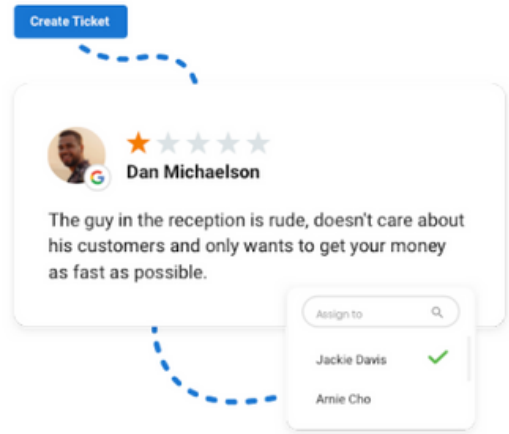


**Take collaborative action on reviews,  
social comments and survey responses**

Customers in need of support often don't reach out directly. With our ticketing software, you can address issues proactively to improve customer satisfaction, reduce churn, convert detractors and decrease call center load.

## Streamline issue management and resolution

Assign every ticket to a specific employee so there is no confusion about who should be working on which ticket. Filter tickets based on specific properties so the most important tickets are front and center.

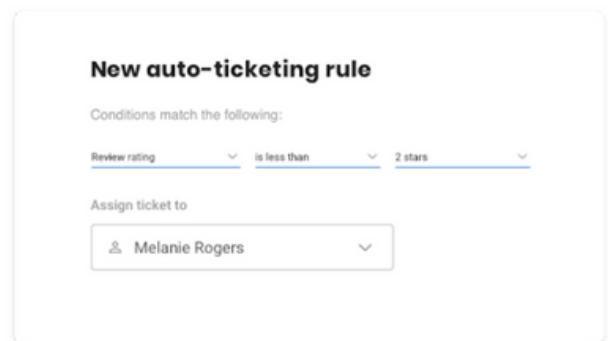


## Receive automatic alerts for ticket updates

Track ticket resolution every step of the way. our support ticket system notifies specific employees or locations via email or SMS when a new ticket is assigned and each time its status changes.

## Auto-create tickets based on customer experience

Automatically create tickets based on custom criteria like review rating or keyword, and auto-assign these tickets to specific employees.



Want to know more? Call us at [703-738-9933](tel:703-738-9933)