



MANAGE ALL YOUR SERVICE OPERATION IN A SINGLE INTEGRATED SYSTEM



SUPPORT CRM

All-in-one process driven
Customer Support Suite

Do you have the best products and still keep on losing customers?

90%

of consumers consider customer service a deciding factor while making purchase.

50%

customers will switch companies after experiencing poor customer service.

And,
89%

customers will make another purchase if customer service is good.

WHY SUPPORT CRM?

Support CRM is one ideal platform to manage your customers, provide them timely service without you personally putting any reminder efforts, manage your inventory and get stock notifications. It also helps to track your finance with our most accurate receivable and payment due modules.

SERVICES OFFERED

Customer Management

Customers are bread and butter of every business. We understand that each customer is worth of a gold brick and you need to maintain them. Our customer module provides an seamless way of maintaining customer and keeps them engaged with you.

Complaint Management

Complaints are one of the best way to understand your customer. Our Software gives an efficient way of managing complaints and resolving them quickly and efficiently. This converts complaints into feedback and you earn a loyal customer.

Inventory Management

Our Inventory Management module helps to keep records for under AMC Equipment. With this module you can easily track equipment Stand by with customer, faulty, at repair centres and stock on hand.

SERVICES OFFERED

Annual Maintenance Contract Management

An AMC is the real crux of money making for any business. A customer renewed is twice the profitable than earning a new customer. Our AMC module alerts the customer as well as the business to strategies their marketing plan.

Preventive Maintenance Service

An ideal service provider always ensures that he does not miss on attending customers. Our Preventive measure system alerts well in advance related to serve the customer and ensures strong reporting fundamentals. This makes your customer feel valued and you wont loose them.

Employee Performance Management

Employee are the backbone of any companies success. If the employee performs well, companies grow exponentially. In order to track how much you have spent on an employee during a service call with how much you have gained on it.

SUPPORT CRM FEATURES



Accurate Reports

Decision making is a key to success for any business. Our accurate , analytic reports give you valuable insights related to your customers, service, employee etc. Thus you can identify what to target, whom to target and when to target.



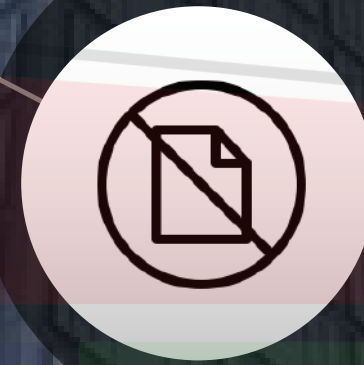
Web Based Module

Our web based module helps clients remain in touch with their business when they are not in the office. You can track your complaints and focus on them from a remote location as well.



Multi-User Functionality

We offer multiuser functionality with right based access, ensuring the privacy of data as well its authenticity. You can assign, control rights and permission of those employees using it.



Paperless Office

In this modern world, it has now become a status to be digitized and Support CRM gives you the best way to take your paper bound office to paperless office.



Simplified Billing

Never miss on a bill, as it is the most important entity of a service industry. With our strong biling system, you can generate, edit and rectify bills with just few clicks.



IMPORTANCE OF EMPLOYEE PERFORMANCE TRACKING

Identify areas for improvement

By tracking employee performance, you can identify Areas where your team may need additional training or support to improve their skills and knowledge. This can help you address any weaknesses and improve overall team performance.

Recognize and reward strong performance

Tracking employee performance can help you identify employees who are performing well and reward them for their contributions. This can help motivate and retain top performers and create a positive work environment.

Ensure that customer needs are being met

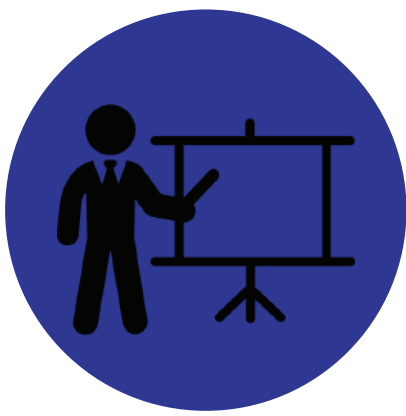
Tracking employee performance can help you ensure that your team is meeting customer needs and providing high-quality service.

ADDRESSING PAIN POINTS OF CUSTOMER SUPPORT



Increase efficiency

Implementing customer support software or other tools that help you manage customer inquiries more efficiently can help you reduce the time and resources you spend on customer support.



Provide training & resources

Ensuring that your customer support team is well-trained And has access to the necessary resources can help them provide better support to customers.



Encourage customer feedback

Asking for customer feedback can help you understand how well you are meeting the needs of your customers and identify areas for improvement.



Customize your support processes

If you are using a customer support system that is not customizable, consider switching to one that allows you to tailor your support to the specific needs and preferences of your customers.



Monitor & analyze customer data

Tracking and analyzing customer data, such as the types of inquiries you receive and how quickly you respond to them, can help you identify trends and areas for improvement in your customer support processes.

FINANCIAL BENEFITS OF GOOD CUSTOMER SUPPORT

Increased customer loyalty

Happy customers are more likely to return to a business and make repeat purchases. Providing good customer support can help improve customer loyalty and increase the lifetime value of a customer.



Increased customer satisfaction

Satisfied customers are more likely to leave positive Reviews and recommend a business to others. This can help attract new customers and Increase sales.

Cost savings

Providing good customer support can help reduce the number of customer complaints and inquiries that a business receives. This can save time and resources that would otherwise be spent resolving customer issues.



Competitive advantage

Good customer support can differentiate a business from its competitors and give it a competitive advantage in the marketplace. This can help a business attract more customers and increase its sales.

BUSINESS DOMAINS COVERED BY SUPPORT CRM



Support CRM caters to these and more such industries. Overall, tracking employee performance in the support division is important for improving team performance, recognizing and rewarding strong performance, and ensuring that customer needs are being met.



SUPPORT CRM



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