

Redcastle

Application Datasheet:

Service Management for SuperOffice CRM

The Service Management application from Redcastle provides an efficient and reliable customer incident logging, tracking and communication system. The application is totally integrated into SuperOffice CRM, utilising new tables within the CRM database and web panels within the CRM interface. All data access is via the SuperOffice CRM NetServer. All labels and Lists are user definable enabling the company ethos and methods to be reflected.

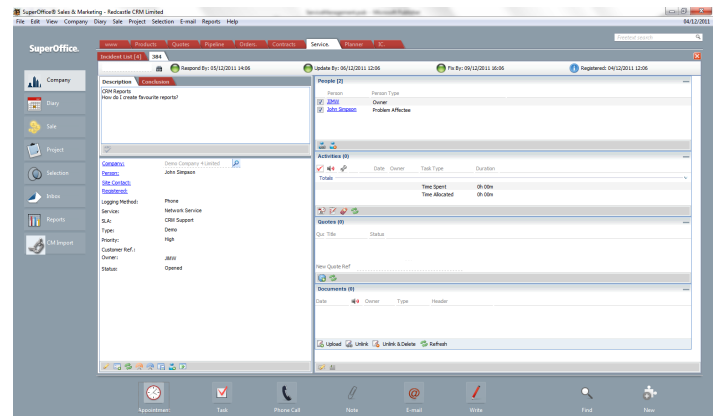
Outstanding incidents—make sure you are on top

Service Management has been designed to monitor all customer incidents, using a simple and effective interface. To enter a new incident, simply select the "New Incident" button and enter the relevant details.

The drop-down menus ensure the accurate and speedy entry of the customers' details. Subsequent calls and feedback related to any incident are recorded, keeping an audit trail of all actions. The software interface also links to your email client to ensure that the customer is updated with the current status of an incident and support personnel receive notification of customer calls assigned to them. Service Management Engineers' own outstanding and closed calls can be seen at a glance by setting the filter options accordingly. Incidents have service level agreements (SLA's) assigned to them and track the status of initial response, required updates and fix-by times in line with ITIL procedures.

Search and filter customer calls

You can search for incidents by keyword or category. It is possible to show all open calls or to also include closed calls. The search facility enables you to quickly and easily find all associated incidents and can be used to identify similar or recurring issues. The responses to generic incidents can then be published and added to the Knowledge Base to reduce customer calls and increase customer satisfaction.



Reports—accurate and easy to interpret

The data stored in Service Management can be used to generate a number of quick and easy reports. The reports can be interpreted to ascertain your response time to the client and you can see overall how many calls each client has made. This can help to identify those clients that require more training and/or other services to help increase their productivity.

Benefits for you and your clients

For you

- Improve client relations and satisfaction
- Identify common problems
- Monitor response time more efficiently
- Share information and knowledge

For your clients

- Knowing their incident is being resolved
- Knowing who is dealing with the incident
- Knowing what has been done so far
- Knowing their urgent incidents are prioritised

For more information on Service Management

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