



## The guarantee for first class service

### Benchmark for your customer orientation

"I would have found the same product somewhere else – but the service is priceless!" – when your customers talk to you like that, then you have done everything right with CRM. Especially the processing of complaints, repairs or fault reports is always a test for the quality of your customer orientation.

SMARTCRM.Tickets gives you the support you need to get and keep positive feedback on your service competency:

- SMARTCRM.Ticket is your service archive: In the module, you document and track every process and every request on service, from the first contact to its resolution.
- SMARTCRM.Ticket is your reminder: You can map the company workflow and the system, e.g., generate automatic warnings when a certain escalation level is reached or when the contracted reaction intervals cannot be guaranteed.

- SMARTCRM.Ticket is your service manager: You control via the Personal Information Manager all tasks and appointments about the complaints, repair contracts, etc ... You send reminders to all responsible employees and continuously evaluate the state of the process, you can also incorporate "soft" factors as the customer feedback.
- SMARTCRM.Ticket is your gain in efficiency: A few clicks are enough and a new ticket with all corresponding data is recorded.

### With SMARTCRM.FAQ even better informed

The optimal base for top service: SMARTCRM.Ticket in conjunction with the module SMARTCRM.FAQ, the knowledge database with keyword searches. There you can record with a mouse click the problem description entered in the complaint and the adapted solution. Thus, you get a better overview with the next incoming request.

## SMARTCRM.Ticket

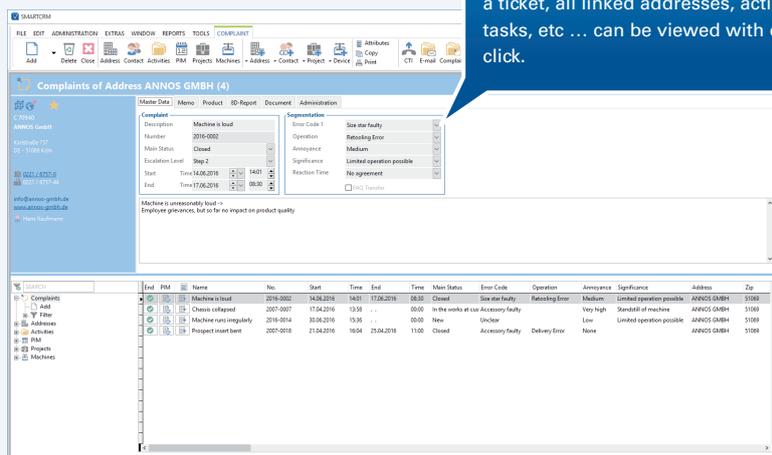
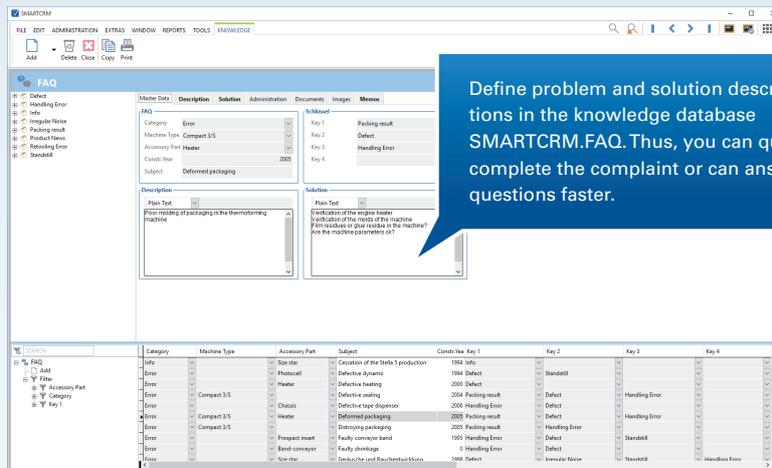


With SMARTCRM.Ticket, you control the ticket management, coordinate the service and monitor the compliance of the reaction time.

- Complete documentation from the first contact to the completion
- Assignment of responsibilities including reminder function
- Convenient one-click creation of new service cases
- Automatic warning when reaching escalation
- Know-how support through SMARTCRM.FAQ
- Centralized access of the 8-D report including print function

## Technical features

- Complete management of complaints, repairs and service processes: activities, contacts, responsibilities, correspondence
- Case-related appointments and tasks management also based on individual defined workflow rules
- Ongoing evaluation of processes according to, e.g., the edition status, error code, customer feedback.
- Definition of warnings, such as on approaching the escalation level or as the foreseeable non-compliance with reaction intervals
- Efficiency evaluation of the processes, e.g., regarding the source of errors and processing time
- Free selection on complaint data – for mailing also
- Knowledge database and keyword searches in conjunction with SMARTCRM.FAQ. Define any number of technical data, documents, and pictures. Direct transfer of problem descriptions and solutions from the complaint mask



## About SMARTCRM

Since 1992, SMARTCRM GmbH is successful with its own development for sales, marketing and service. The company offers with the eponym product SMARTCRM a complete CRM solution (Customer Relationship Management). With more than 14.000 users in European small and medium sized enterprises, SMARTCRM has already proved its excellence.

SMARTCRM GmbH completes its software solution by consulting and system analyze, customizing installation as well as comprehensive user and administrator trainings. Dedicated employees ensure the continuing development of SMARTCRM as well as comprehensive customer support.

Would you like more information about SMARTCRM.Ticket?

You can contact our customer care at:

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We are looking forward to talking with you!



**SMARTCRM GmbH**  
Simply MORE success

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