



# TICKET.Hotline

## Ticket history

- Complete management of complaint, repair and service processes
- Activities, contacts, responsibilities, correspondence
- Free selection on complaint data, e.g., for mailings



## Scheduling

- Organization of service visits and maintenance appointments
- Assignment of responsibilities including reminder function
- Resource planning



## Analyses

- Ongoing evaluation of processes according to, e.g., edition status, error code, customer feedback
- Efficiency evaluation of the processes, e.g., regarding the source of errors and processing time



## Seeing potential

- Early detection and rectification of source of errors



## Detail information

- Storage of any number of technical data, documents and pictures



## Warning

- Definition of automatic warnings, such as on approaching escalation level or as the foreseeable non-compliance with reaction intervals



## 8D reports

- Documentation of 8D reports and service reports

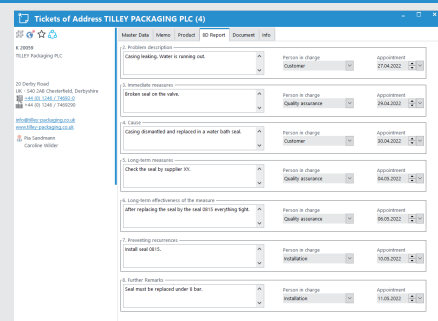
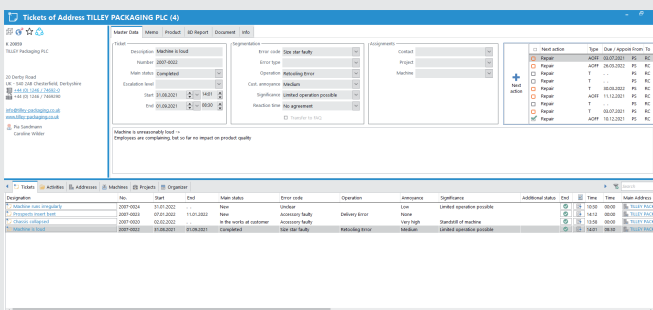


## Knowledge database

- In conjunction with SMARTCRM.FAQ:
- Knowledge database and keyword search
- Direct transfer of documented problem descriptions and solutions in the FAQ

## Rapid assistance instead of endless waiting

With SMARTCRM, complaints become an opportunity to whip up enthusiasm in your customers.



See our CRM system live – free of charge and non-binding directly on your screen:  
[smartcrm.gmbh/en/company/online-demo](http://smartcrm.gmbh/en/company/online-demo)



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