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
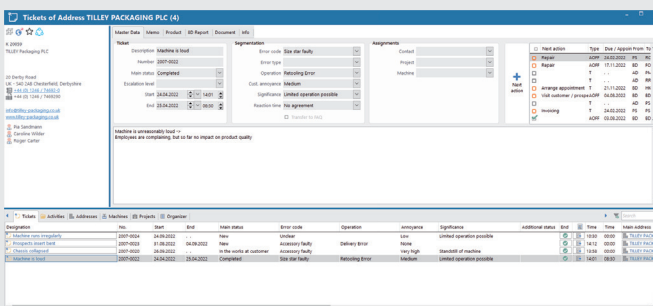- Documentation of 8D reports and service reports

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

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