

# *easy* Support

Achieve Total Customer Satisfaction

Consistent Customer Experience

Reduce Service Delivery Cost

Achieve Customer Delight

Retain Customers & Reap Profits

Global Competing Capability

Increase Business Value



## Most Comprehensive CRM Solution

- | *easy* Sales & Marketing | *easy* Support | *easy* Contracts | *easy* Inventory & Order Process |
- | *easy* Self-Services | *easy* Reseller Portal | *easy* Service Partner-Portal |
- | Mobile Sales | Field Service | Offline Sales |



# easy Support



*easy* Support empowers companies to maximize the efficiency of their support organizations to provide Excellence in Service and achieve TOTAL CUSTOMER SATISFACTION. Being a Web Application, *easy* Support can be accessed from anywhere at any time; whether your support centers are spread across the globe or located in one location; *easy* Support will provide Consistent Customer Experience leading to Customer Satisfaction, Retention & Profitability.

## *easy*Support A Comprehensive Solution

By providing your entire support team with *easy* Support Solution, your support team will be inspired with the confidence of sincerely knowing the customer. With this information the process of providing support becomes flawless and profitability Soars.



*easy* Support helps you manage the following:

- Manage Customer Trouble Tickets / Cases
- Manage Customer Accounts & Contacts
- Track Products Installed at Customer Site
- Manage Customer Interactions (Ph. & email)
- Manage Solutions(Knowledge Base)
- Track Customer Entitlement
- Escalation & Notification
- Business Rules
- Email Auto Ticket Creator
- Customer Self Service
- Management Dashboard
- Up-to-the Minute Reports

## *easy* Support A True Multi-Channel Solution

Customers can contact you by the method most Convenient to them:

- Phone
- Fax

- Email - Automatically creates Tickets
- Inernet - Customer Self Service Portal (*easy* Self-Service)

*easy* Support will help you deliver Consistent Customer Experience irrespective of the Touch Points.



## Customer Self Service & Service partner portal

- *easy* Support along with *easy* Self-Service and *easy* Service Partner-Portal enables your Employees, Customers and Partners, access the application from anywhere in the world and Create, Track & Resolve Trouble Tickets / issues, Search Solutions, etc. Empower your Partners & Customers the freedom to serve themselves; this results in Reduced Service Delivery Cost and Increased Customer satisfaction.



## *easy*Support enables quick resolution to problems

- *easy* Support enables you to control Cost and achieve Improved Customer satisfaction
- *easy* Support enables you to Up-sell and Cross sell to your Customer base resulting in more sales and better profitability.
- Provide automated support processes to increase support centre productivity.
- Enables employees to provide swift, informed service.
- Empowers customers to resolve their problems independently via *easy* Self-Service.
- Increase profits by producing additional sales from within your support centres.
- Improve customer satisfaction by tracking agent performance.

Efficient knowledge base tools and comprehensive information enables your entire organization to quickly handle customer issues. By accurately defining problems, it becomes easy to find meaningful solutions producing reduced average call time.

By increasing first-call resolution, agents are able to efficiently serve more Customers.

## *easy* Support Queries

- Reusable, modifiable shared or personal queries make finding the information you need fast and easy.
- Enables you to perform searches for relevant information.
- Queries can be personal or shared and are easily modifiable.
- Execute queries for virtually every Workflow object such as Tickets, Sites, Contacts, Products etc.

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