



*easy*Self-Service

Empower Customers with Self Service
Lower Cost Per Incident
Increase Customer Loyalty



Your Customer Relationship - Our Solution

easySupport - easySales - easyContracts
easyInventory - easySelf-Service - easyPartner-Portal



easySelf-Service

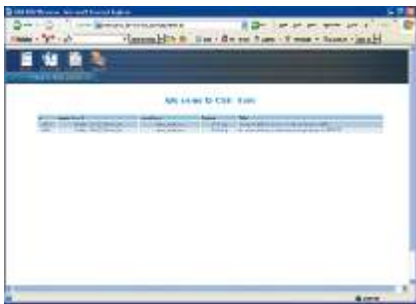


easy Self Service is a Customer Self Service application available via the internet that allows customers to open, view and close their own tickets 24X7. With access to this application, cost per incident drops dramatically and simultaneously increases customer loyalty by empowering customers with the freedom to handle most issues independently.

easy Self Service provides all the tools the customer could possibly need to help themselves. When the customer is able to have a positive experience at your support site, it builds confidence in the relationship that has already been established while reducing your overall operating cost.

easy Self-Service Empowers Customers

- Allows customers to search for solutions to support problems.
- Create tickets for a variety of issues.
- Check the status of an existing ticket.
- Update/add notes to an existing ticket.
- Close an existing ticket.
- Increase profits by reducing calls to your support centers.
- Improve customer satisfaction by providing customer self help.



A searchable Solutions base provides comprehensive information to enable customers to quickly troubleshoot their issues. By accurately defining problems, it becomes easy to find meaningful solutions producing a rewarding customer experience. By reducing support center call volume, agents are able to efficiently service more Customers.

easy Self-Service provides

- Diagnostic tools to quickly and accurately solve problems.
- Advanced search tools and knowledge base.
- The ability to search using natural language or selective criteria.

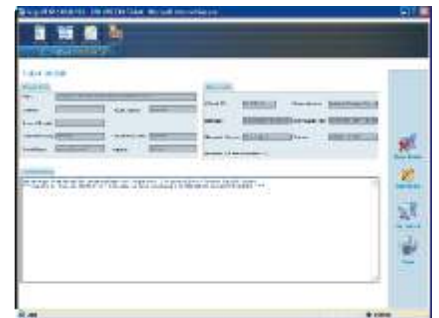


Customers can contact you via the internet, this is increasingly becoming the most popular communication channel for customer support.

- Tickets are intelligently routed to the appropriate queue.
- Direct notification insures agents are promptly notified of customer needs.

Self-Service Queries

- Simplified queries make finding the information customers need fast and easy.
- Enable customers to perform searches for relevant information.
- Don't require the customer to remember a ticket id number or exact date.
- Return results in an easy to understand format.



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