

Customer Service & Support



Why CRMnext?

CRMnext is the next generation hosted software solution that allows you to manage customer relationships more effectively, resulting in higher business efficiency and boosting profitability.

Instant results: Simple to use, easy to rollout with a feature set designed to provide quick results and accelerate ROI.

No Upfront Costs: Just pay \$65 per person, per month. No Software to install, no hardware to buy, no maintenance costs, no expensive upgrades to worry about.

Fully Managed, Fully Secure: We manage all aspects of the solution, so that you have freedom to concentrate on your business.

Best-in-class CRM capabilities: A solution that offers the most complete feature set in the industry.

Superior Analytics: Powerful analytical capabilities to ensure you get deeper insight and actionable intelligence.

Wireless Access: Stay connected when on the road with the wireless edition.

Multilingual & Multi currency support: Enables companies to work in a global village.

Smart Integration Capabilities: Extend & Integrate with existing solutions using powerful SOAP/XML web services interface.

Business Benefits

Drive Customer Satisfaction: Track and service your customer requests in real-time. Use integrated case routing and escalation mechanisms to minimize your workload and turn-around time. Access centralized customer information and communication history to ensure timely services, inline with your service level agreements.

Identify Critical Issues: Analyze top issues that occur frequently based on your customer requests. Enable your teams to take action and handle more volumes proactively. Tap into your team's learning to better identify areas of improvement for your products or services.

Provide World Class Service & Support: Build and operate centralized knowledgebase to tap into product expertise and deliver accurate & consistent responses. Access integrated customer database to enable your team to deliver personalized service and significantly reduce the turnaround time.

Increase Productivity & Efficiency: Handle more customer requests with existing staff by empowering your customers with a self-service portal. Capture customer requests directly from the website and use automatic routing rules to route incoming request to the right team. Define escalation rules to ensure timely service and facilitate collaboration between multiple departments.

Boost Revenues: Build a reliable brand image by delivering efficient service and support. Empower your support team with access to integrated customer information and communication history, to cross-sell / up-sell products and services more effectively.

Key Features

Case Management: Record and manage all your customer queries & requests, maintain complete case histories and enable seamless collaboration across geographical divide. Track case progress and set automatic alerts to ensure timely service.

Knowledge Management: Build a centralized knowledgebase of customer solutions using product experts, to provide accurate and consistent solutions, in a timely fashion. Use powerful search and browsing capabilities to find the most relevant solutions to customer inquiries. Define standard response templates, single click solutions emails, to boost productivity.

Self-Service Portal: Enable customers to search for solutions through a simple to use self-help portal. Allow them to log cases, review requests and check progress online, 365 days a year.

Queues and Case Assignments: Capture cases online and assign them to the correct service queues or individuals based on pre-defined rules. Easily create and manage these assignment rules using a simple user interface without requiring any support from engineering or IT department.

Escalation and Notification: Enforce your service timelines, by setting escalation rules for service requests. Escalate to and/or notify the higher-level managers when requests are not resolved within the set time frame.

Account & Contact Management: Provide and maintain a centralized repository of customer and contact information to facilitate collaboration between various departments. Track the entire customer interaction including emails, sales call, activities, notes, service requests, case resolutions, history and more.

Opportunity Management: Allow your support reps insight into sales and marketing activities to enable them to effectively cross-sell/up-sell products to customers, when they call for support.

Customized Reporting & Analysis: Get insight into your business performance using a host of standard reports or create your own using a simple and easy to use, report designer. View dashboards that pull information from multiple sources to get a better overview, drill down to identify and eliminate bottlenecks.