

Excellent support

With the Helpdesk module, you can log and process support requests quickly and efficiently. Your employees can create service orders, keep an overview of product uses, and record custom agreements.

When they come in, Helpdesk automatically assigns each service cases to a customer or the customer enters their request via Survey online directly in the browser. Quick and secure processing is guaranteed through the rule-managed internal and external notification system. Thus, Helpdesk supports trouble ticket pools as well as trouble ticket handoff.

The completed requests are entered into an FAQ database which is then available to the support employees. Selected FAQ documents can be published externally on an online portal.

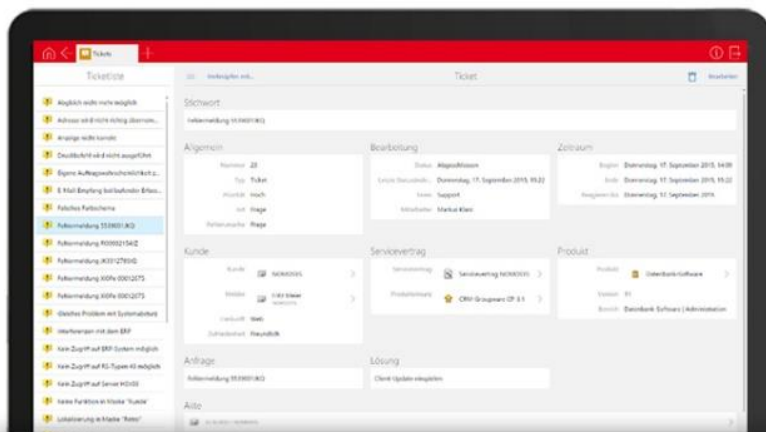
Helpdesk provides you with the 'big picture' of your customer - from contract management to assigning purchased products to customers and documenting all service activities.

What are the features of Helpdesk?

- Product use management for detailed information on customizations and maintenance agreements.
- Service contract management for efficient management including information on the best times to be contacted and response deadlines.
- Telephony or e-mail integration in CAS genesisWorld, user-created online support requests (incl. file upload) for service customers using the integrated Web client.
- FAQ database supports with search functions when editing trouble tickets.

Your benefits

- Automatically record service cases
- Manage product uses
- Manage service contracts
- Integrated Web client
- Top service with an FAQ database
- High quality in service thanks to complete customer dossiers
- A portal for recording and managing customers with Survey online



Find out more now

Would you like to learn more about Helpdesk? We're here to help!

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