

The trouble ticketing web system

Create a knowledge environment where all the operators are interchangeable and information becomes the wealth of everyone.



Contact Manager: your Help Desk tool

Contact Manager is the ideal solutions to offer information support for company customer service processes simply, effectively and with browser-use only.

Organising and correctly handling the daily activities of a customer service centre has never been so easy.

Devised as the completion of Icon's offer in the multi-channel Contact Centre sector, Contact Manager is the most popular CRM Web based Help Desk oriented solution among small and medium sized enterprises to achieve excellence in customer support activities.

Contact Manager makes contact acquisition and management activities more profitable and enables companies to set up a single source of information on customers to facilitate the sale of goods and services and remote service.

Usable directly on the Internet via any browser, the main features of Contact Manager lie in its simplicity, efficiency and scalability. It is part of the Livecare platforms and is natively integrated with the Livecare Contact and Livecare Support solutions irrespective of the method of contact, allowing excellent Contact Centre solutions to be achieved.

Contact Manager makes for the complete management of the customer master files and the problem generated through an operating logic based on the concept of trouble ticketing; the contact is managed consistently and independently by the channel of origin (Telephone, Chat, VoIP, Mail, Call-me-Back, Web Form). Companies manage to convert an anonymous contact efficiently into a profiled customer also thanks to the possibility, during the configuration stage, of customising the data managed by the Customer, Problem and Action paths.

Following contact, the system allows the operator to open a problem or to answer the customer appropriately regarding the status of an open ticket, checking all the actions taken, also not personally, as well as the status it is in at that specific moment in time.

Your Help Desk has never been so efficient

All the operators can access and use the system without limitations tied to the number of licences since Contact Manager is supplied for an unlimited number of users. The configured users have complete visibility of the environment and can perform actions that are tracked and stored by the system; on the other hand, only the Administrator can access the system to cancel users/tickets created in the Contact Manager.

Contact Manager grants companies greater distribution of work loads and information even in different locations and a complementary service for customer support staff who can reply competently and at any time as to the status of a specific ticket, irrespective of which operator generated it.

Contact Manager also features a reminder mechanism for the notification of actions to be carried out, a diary for shared appointments and reminders, a system of aggregated statistics on the activities of the Help Desk team differentiated by operator, product or other as well as a cross-check research system on all the information in the database.

The system, like the entire Livecare suite, is based on MySQL database which guarantees its efficiency and affords easy database integration of application tools and enterprise platforms using standard techniques.

The solution is available on the market in two ways: in Outsourcing, with the annual supply in ASP, and "by product", with the installation of the Livecare server directly on the company premises.

In both cases, Contact Manager can be configured easily and does not require the purchase of any expensive operating system licences because the server is based on open technologies and on the Linux™ operating system.

Concentrate on your business

Contact Centre is the very best investment you could make in terms of management and aftersales customer support because it allows you to improve the quality of the service, analyse and assess the contact database, dedicate the largest number of operators to the Help Desk in order to optimise costs and resources and lastly to increase business opportunities by focusing more on the service offered, to be one step ahead of the competition, every time.

Don't wait any longer to get in touch with us; we will be delighted to provide any sales and technical information you may require.

TABLE OF FUNCTIONS

- Trouble ticketing oriented CRM
- Web Based
- Completely customisable
- Reports on activities, status of Tickets, Reminders and Appointments
- Two level assessment: Company and Customer
- Integrated with Telephone e-mail, Chat, Text Message, Web channels
- Automatic or manual ticket assignment
- Ticket transfer and Notification
- Notifications, Reminders and Appointments
- Free-Text Customer Search and Ticket

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