

Helpdesk Management



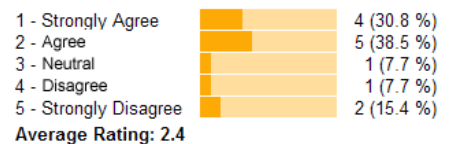
Overview

IssueCentre comes equipped with the ability to create campaigns that send fully customisable surveys to your customers when tickets are closed.

You define the questions to be asked on the survey and how and when the surveys are sent. If you want to send to just a proportion of your customers - that's possible too.

This flexibility means that you can send out the same survey to all of your customers or different surveys for specific scenarios e.g. You may want to ask specific questions for your top priority tickets or tickets received from a particular country.

Were you greeted in a courteous manner?

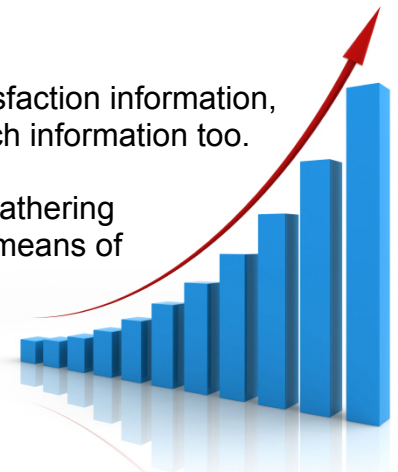


The management report allows you to quickly see the summary of the information your users are providing and if you use rating scores you'll be able to see how the ratings change over time.

Its not just about Satisfaction

Since you specify the questions, as well as requesting customer satisfaction information, you can also use the interaction opportunity to ask marketing/research information too.

With the in-built reporting IssueCentre provides a simple method of gathering valuable management information from your user base and another means of monitoring your agents customer interface performance.



Features at a glance

- Create as many surveys as you wish!
- Each survey can have as many questions as you need
- Answers can be radio buttons, checkboxes, numbers, rating and text
- Send surveys to all customers or just a proportion (say every 10th closed ticket)
- Target surveys on specific criteria - product, priority, customer etc or a mix
- Customers just click on a link to get started - couldn't be simpler
- See the stats in one easy to read report over any timeframe
- Drill down to specific answers for follow-ups