



CONCLUSION

Managing and resolving customer requests are crucial to operate a successful and cost-effective customer service support organization. We help companies to transform its manual processes, complex spreadsheet and individual email response to a streamlined and integrated system that offers a complete view of ticket submitted, in process and resolved. With minimal investment, our customers are able to enjoy more efficient support operations that raise customer satisfaction rates whilst reducing overall cost.



Customer-Ticket.com is a professional solution provider to offer enterprise-level incident ticket solution in Malaysia. Our mission is to help our clients to enhance their communications with external parties i.e. customers and vendors as well as internal communication between different departments or different geographical offices.

Our solutions runs in cloud computing model and clients only need an internet browser to do all communication online. Meeting international standards, our expertise and knowledge will help your organizations eliminate communication breakdowns.

Our workforce possesses industrial knowledge & technical know-how in areas of gap analysis, project deployment as well as post implementation support. We are capable to offer one-stop consultancy and implementation service for enterprise-level support .

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simplifying **TRACKING**



Follow-Up Fast Boost Customer Satisfaction



CUSTOMER-TICKET.COM

Enhancing your customer service support with

INCIDENT TICKET SYSTEM

Incident Ticket System helps you to improve your customer service support by increasing issue resolution rate whilst maximizing productivity.

KEY FUNCTION OFFERS BY INCIDENT TICKET SYSTEM:

- TO AUTOMATE THE WORKFLOW OF THE INCIDENT TICKET
- TO PROMOTE FAST RESPONSES
- TO ISSUE A PROPER DOCUMENTATIONS AND RESOLUTIONS
- TO MAINTAIN COMPLETE AUDIT TRAIL

HOW IT WORKS



INTRODUCTION

Say **NO** to manual support processes. The advancements of information technology in the era of globalization has contributed a lot in enhancing business operation and efficiency. The Incident Ticket System (ITS) is one of the solutions resulted from this technology. Specially designed to help companies to solve their customer support problem.

Never ending challenges....

Delayed in issue resolution, missed service enquiries and unmet Service Level Agreement are among the challenges faced by most companies. These will lead to the potential losses to them as customer retention is impossible to achieve and the reputation of the company will be at stake.

Increase ticket resolution with lower cost and lesser time

WHY CHOOSE ITS?

This user-friendly and affordable system has been widely used in recent years as most companies are aware that customer service is crucial for the success of the business. The ITS is a SaaS "Software as a Service" solution, 100% web based which can be accessible anywhere via Internet connection. Built on cloud computing model, clients can access our solutions and all corporate information through any computers, laptops and even mobile handheld devices, including iPhone, Android, Blackberry, iPad etc. This system is easy to develop, install and customize, hence it is the ideal solution for any companies to improve its service.

THE FEATURES AND BENEFITS

The system does not require the user to register in order to use it. Every ticket created by the customer via online forms is routed in real time to the appropriate CSR. Once the new ticket is opened or a message is received, the system will then post a notification to the customer and for FAQ, it will generate automatic reply to the customer. The system will also allow CSR to add notes to the ticket before assigning to the internal staff. The staff and clients are kept up to-date with email alerts and all support request and responses are archived. It controls staff access level based on group and department.

CASE STUDIES

" Incident Ticket System has successfully proven in providing a better customer experience and enhance further the efficiency of our services."

Mr. Thomas, CEO

"I would strongly recommend this system to any organization who needs to overcome their customer service support operations."

Mr. Jaacob, GM

WHO USES OUR SYSTEM:

- HEALTHCARE COMPANIES
- HIGHER EDUCATION INSTITUTIONS
- LOGISTIC COMPANIES
- GOVERNMENT AGENCIES
- HOTEL BUSINESS
- MANY MORE....



WE STRIVE TO ENHANCE OUR CUSTOMER SERVICE SUPPORT. HOW ABOUT YOU?

Don't let your customer go, increase your customer retention with pleasant and efficient customer service.