



Customer-Ticket.com

Success Story of FIT Business & Management



Wamp Multimedia Sdn Bhd

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The Customer

FIT Business & Management Sdn Bhd is a leading corporate training provider to business clients on multiple disciplines. Training courses are often tailored to specific needs and requirements of client industry.

The Challenges

Before the adoption of our on-demand cloud solutions, business enquiries are collected via emails and telephone. Trainee feedback is received by collecting paper survey forms.

Responses collection is hard to be done properly. There happens missing records of new enquiries, unattended trainee feedback. Proper documentation takes a lot of work to maintain.

The Solution

After 2 weeks of project implementation with standard functionalities, all business enquiries are diverted from email to our centralized issue ticket system. All enquiries have unique identifiable number, with smart ticket routing mechanism, only relevant staff is promptly alerted when enquiries are received.

Being hosted on the cloud, staff can continue to reply trainee feedback when out of office, or during weekend. Response turnaround time is improved, boosting the trainee satisfactions and customer loyalty to the training services offered.

If you have any questions, feel free to talk to us at [Customer-Ticket.com](https://www.customer-ticket.com)