



Customer Service
Management



Techvista Case Management Solution



techvista
A Systems Limited Company

Managing mass-scale incidents is complex and time-consuming



Customer Service Management

Challenges

Manual, distributed incident management

- Customers communicate through different interaction modes
- Untracked tasks are easy to miss
- Manually sending updates to customers takes too long

- Delays in case tracking impact revenue and customer satisfaction
- Failure to offer multichannel case management affects customer retention
- Manual tasks reduce workforce productivity



Ideal Solution

Automate and manage incident tasks

- Real-time incident tracking info
- Personalized customer communication
- Effective workforce management

- Real-time information supports agile decision-making
- Customer feedback and satisfaction index creates connection with visitors
- 360° view of request status improves agility



Desired Outcomes

Cost-effective operations

- Always know which tasks and service domains need your attention
- Boosting quality of service for customers through feedback

- Centralized knowledge centers to enrich the data to manage service requests automatically
- Integration layer for the solution to be easily scalable to enhance customer experience



Systems Limited Case Management Solution



Effectively manage every aspect of large-scale service requests

Incident Management and Tracking

- Case creation, tracking, updating, and SLA setting with complete lifecycle management
- Notifications whenever any action is performed on an incident
- Attach relevant documents to any incident
- Easily monitor SLAs and incident progress

Communication and Knowledge Center

- Campaign Management feature enables effective communication
- Assign and track incident tasks
- 24/7 enriched knowledge center for multiple query types
- Integration layer for enhanced scalability

Customer Pulse, Reporting and Dashboards

- Configurable service/case management workflow based on organization chart and defined hierarchy
- Holistic view of all tasks
- Advanced multi-criteria search capabilities
- Customer feedback on every task for real insight into service results''''''

Case management solution provides end-to-end service automation to keep you on top of the service provided to customers

Systems Limited Case Management Solution + Microsoft



With Microsoft 365, The solution that helps in automating customer service, driving revenues by increasing customer satisfaction, and increasing the productivity of your business service and support teams.

Solution Alignment

Scalability and Performance

- Powered by Microsoft, case can easily process thousands of incident-related requests without slowdowns or downtime, preventing costly delays.
- Helps avoid duplication of effort, improve accuracy, and boost productivity.



Highly Customizable

- Microsoft provides powerful and flexible tools to customize views, reports, forms, and workflows for various case processes.
- Easily aligns with your organization's case-specific business processes and practices.



Agile Communication

- Dynamic reporting capabilities allow Case to present job status summaries and detail-rich reports in powerful and intuitive ways, enhancing your decision-making capabilities.





Simplify your case management
with Techvista CMS

Ask a question via email: info@techvistasystems.com