

The CustomerCare.net application provides an efficient and reliable customer call logging, tracking and communication system. The application is totally integrated into SuperOffice CRM, utilising new tables within the CRM database and web panels within the CRM interface. The use of CRM tables ensures the application is compatible with the CRM travel mechanism. All data access is via the CRM Net server. All labels and Lists are user definable enabling the company ethos and methods to be reflected.



Outstanding issues—make sure you are on top

CustomerCare.net has been designed to monitor all customer calls, using a simple and effective interface. To enter a new call, simply select the "Add" button and enter the relevant details. The drop-down menus ensure the accurate and speedy entry of the customers' details. Subsequent calls and feedback related to any issue are recorded, keeping an audit trail of each call or issue. The software interface also links to your email client to ensure

that the customer care personnel receive notification of customer calls assigned to them. CustomerCare Engineers' own outstanding and closed calls can be seen at a glance by viewing the CustomerCare screen in your own company card. Calls that are overdue for completion are highlighted in red.

Search and filter customer calls

You can view support calls for each keyword or category. It is possible to show all open calls or to also include closed calls. The search facility enables you to quickly and easily find all associated calls and can be used to identify similar or recurring issues. The responses to generic issues can then be published to reduce customer calls and increase customer satisfaction.

Reports—accurate and easy to interpret

The data stored in CustomerCare.net can be used to generate a number of quick and easy reports. The reports can be interpreted to ascertain your response time to the client and you can see overall how many calls each client has made. This can help to identify those clients that require more training and/or other services to help increase their productivity.

Benefits for you and your clients

For you

- Improve client relations and satisfaction
- Identify common issues
- Monitor response time more efficiently
- Share information and knowledge

For your clients

- Knowing their query is being resolved
- Knowing who is dealing with their issue
- Knowing what has been done so far
- Knowing their urgent queries are prioritised

For a more detailed introduction to Redcastle CRMPlus CustomerCare.net, and other components of the CRMPlus family, please email sales@redcastle.co.uk.

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