*astCRM

Ticket Management System
For
Service Industry

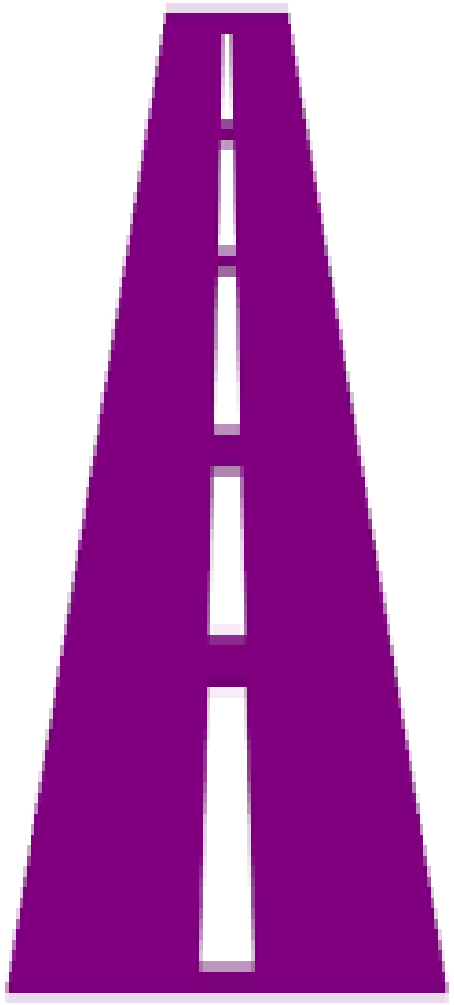
A Comprehensive Support Ticket management system

Alternative Names

- Support Ticket System
- Help Desk System
- Service Desk System
- Issue Tracking System
- Complaint Management
- Field Tracking System
- Task Management
- Activity Management

Road Ahead

- Who will benefit?
- What are the Problems?
- Introducing the platform
- Benefits to the users
- Distinguish features and addons



Focused Market

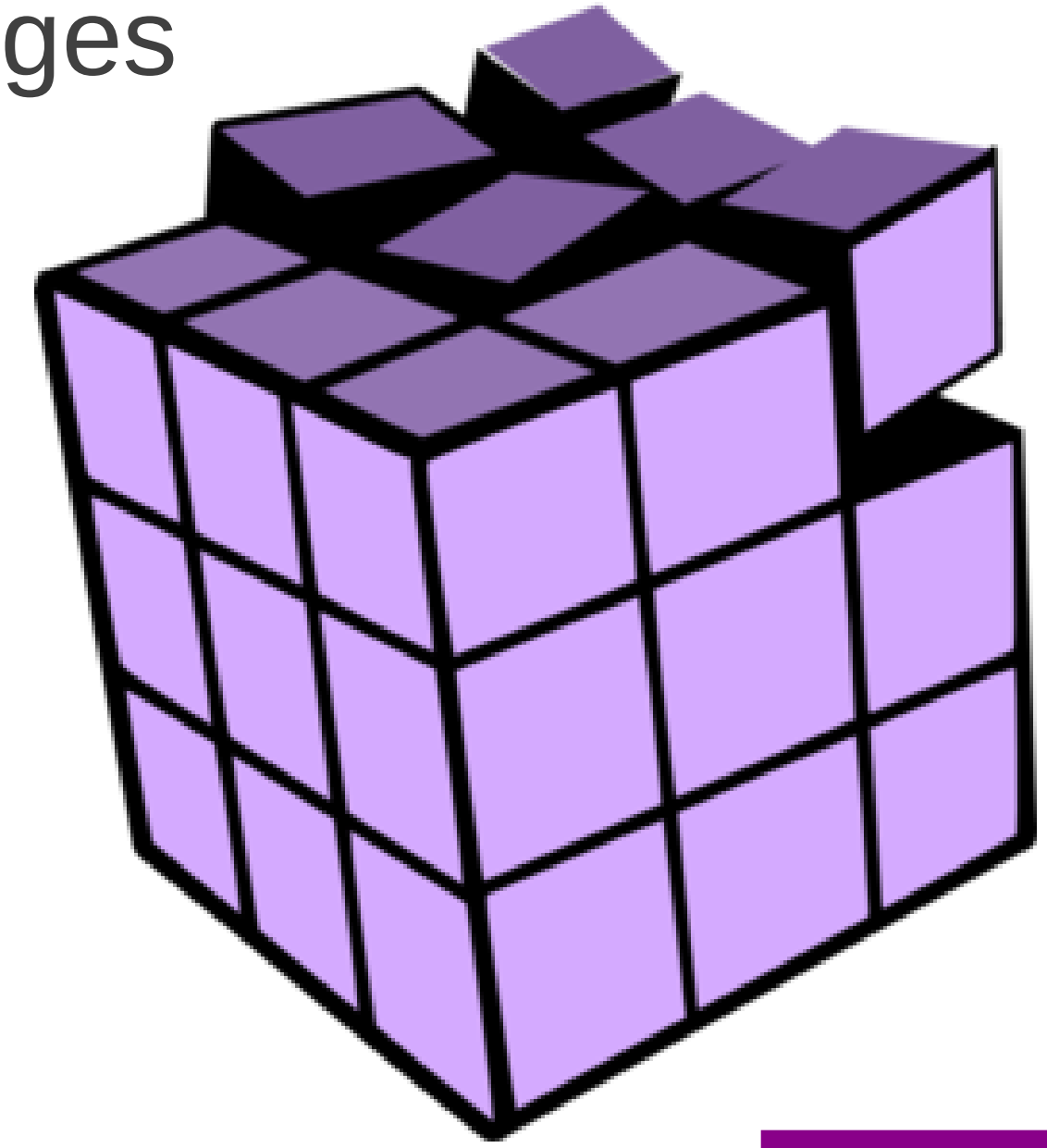


- Consumer Electronics
  - Installations
  - Repairs
- Water purifiers
- Delivery Services
- Collection Services
  - Payments
  - Documents
- Field Visit | Demonstrations | Meetings

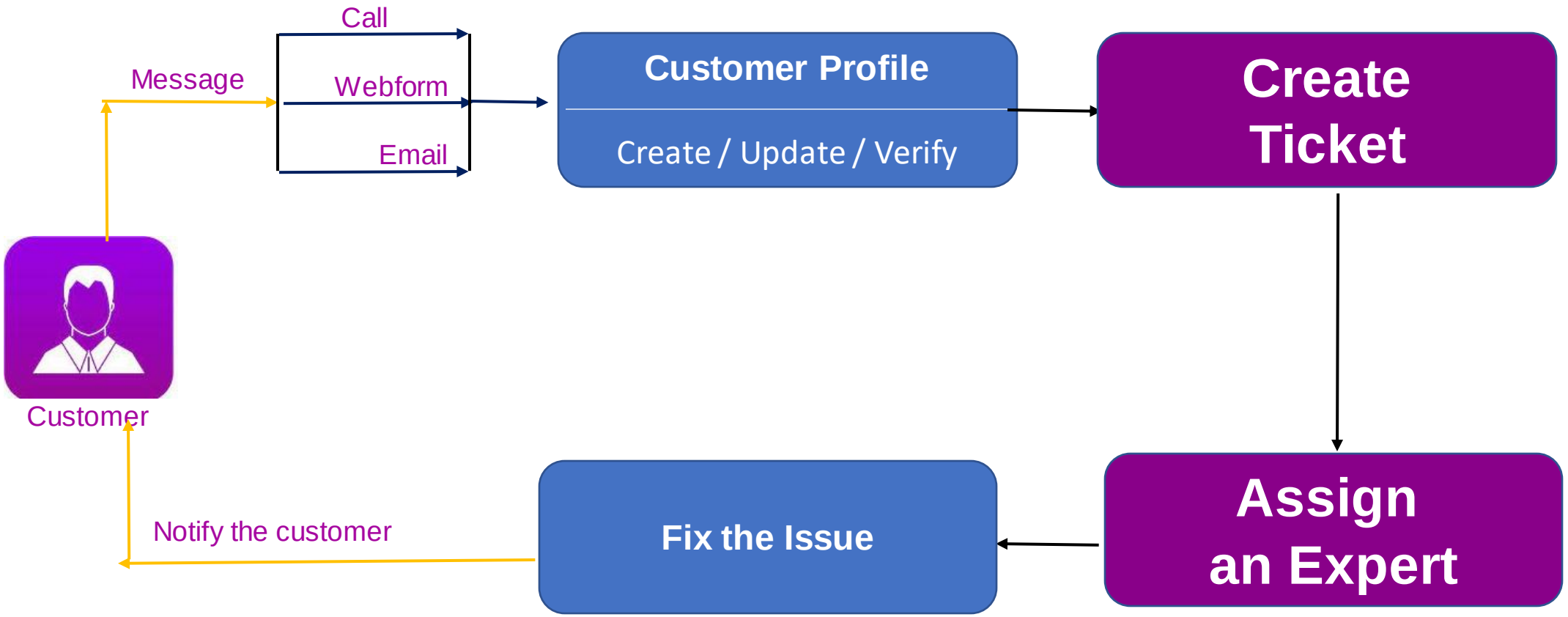
Action / Ticket / Services to be delivered at a "Location"

Management Challenges

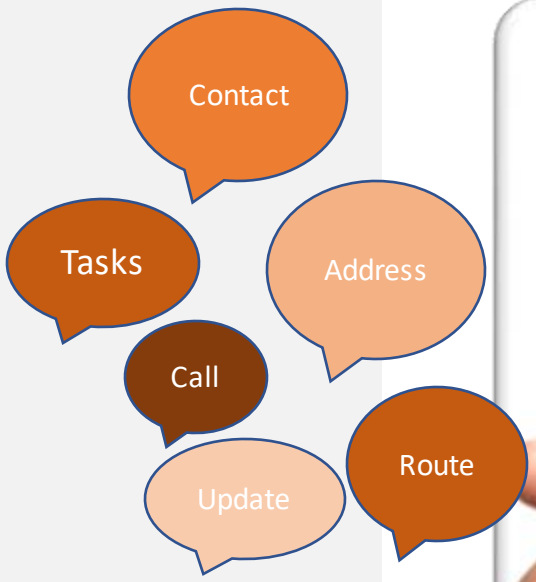
- Efficiency
  How many tickets?
- Evidence
  Logs, Date, ..
- Evaluation
  Categories, Open Issues, ..
- Engage
  Assigned responsibilities

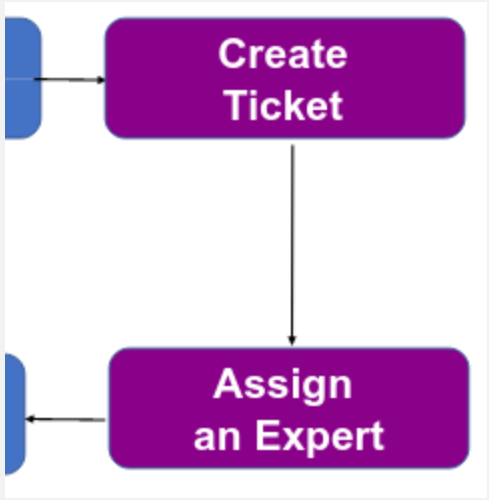


Ticket Flow

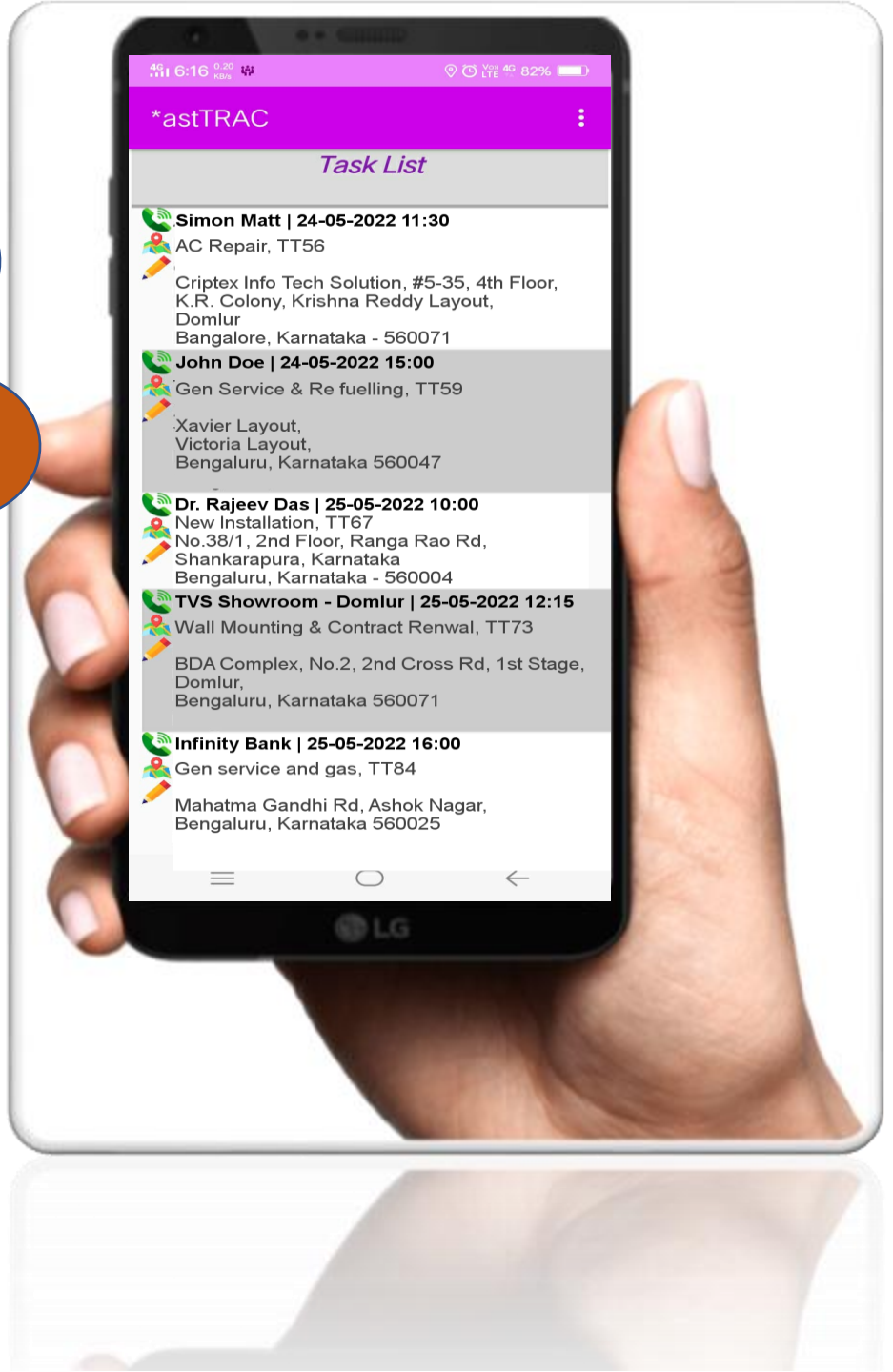

Call
Message
Webform
Email
Customer Profile
Create / Update / Verify
Create Ticket
Customer
Assign an Expert
Fix the Issue
Notify the customer

How ticket is processed?



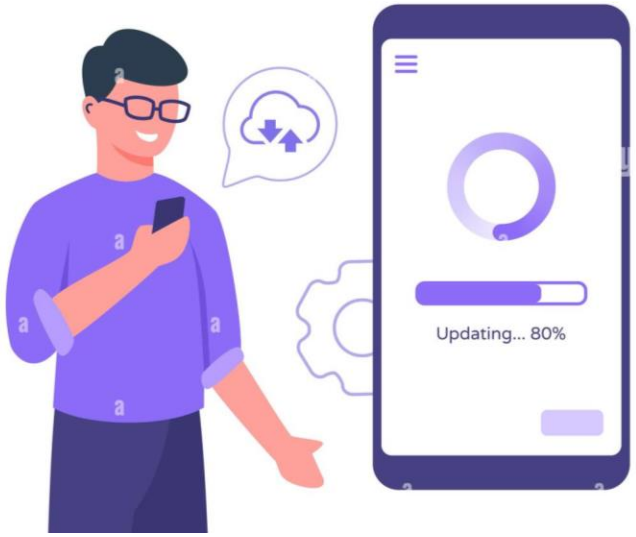






All assigned tickets are accessible to the users on their smartphone

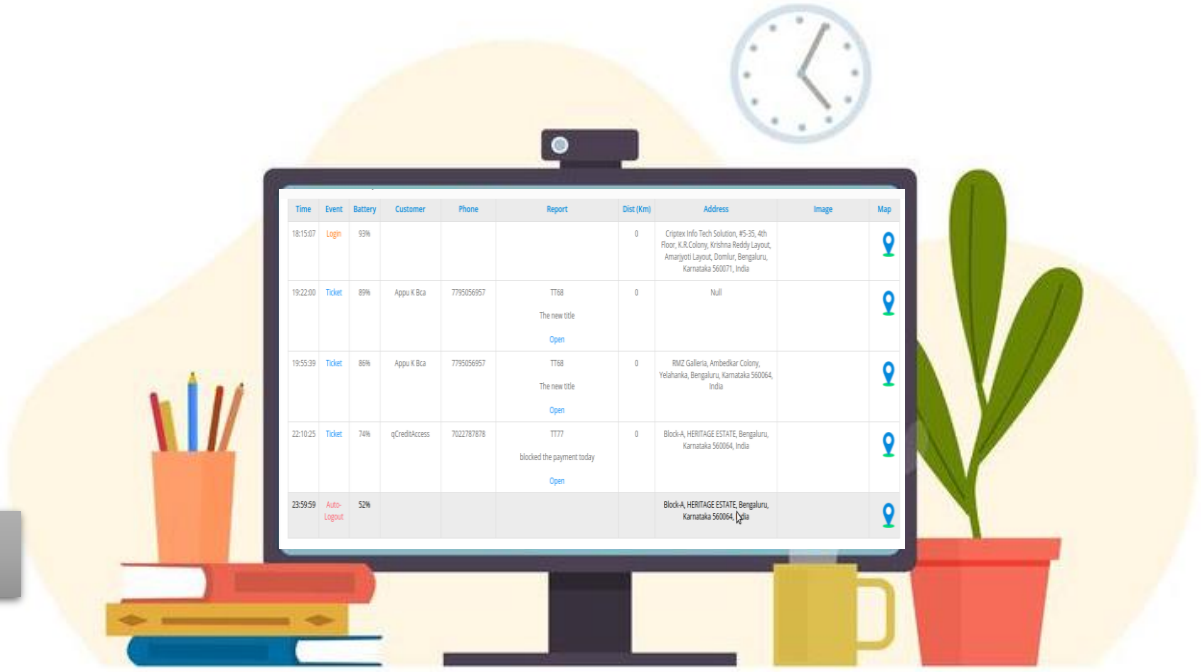
Update Task



Task Status

Date / Time

Location



All Updates are accessible as the "activity log" of the Executive

Admin's access to information

Customer

1. Tasks / Tickets
2. Categories
3. Status
4. Profile
5. History of Services

Employees

1. Tickets Created
2. Tickets attended
3. Distance Travelled
4. Solution Offered
5. Current Location

Employee's Benefits

- Plan the day / events
- Easy reporting / No paperwork
- Routing - powered by **Google Map**
- Easy Reimbursement Claims

STANDOUT FEATURE

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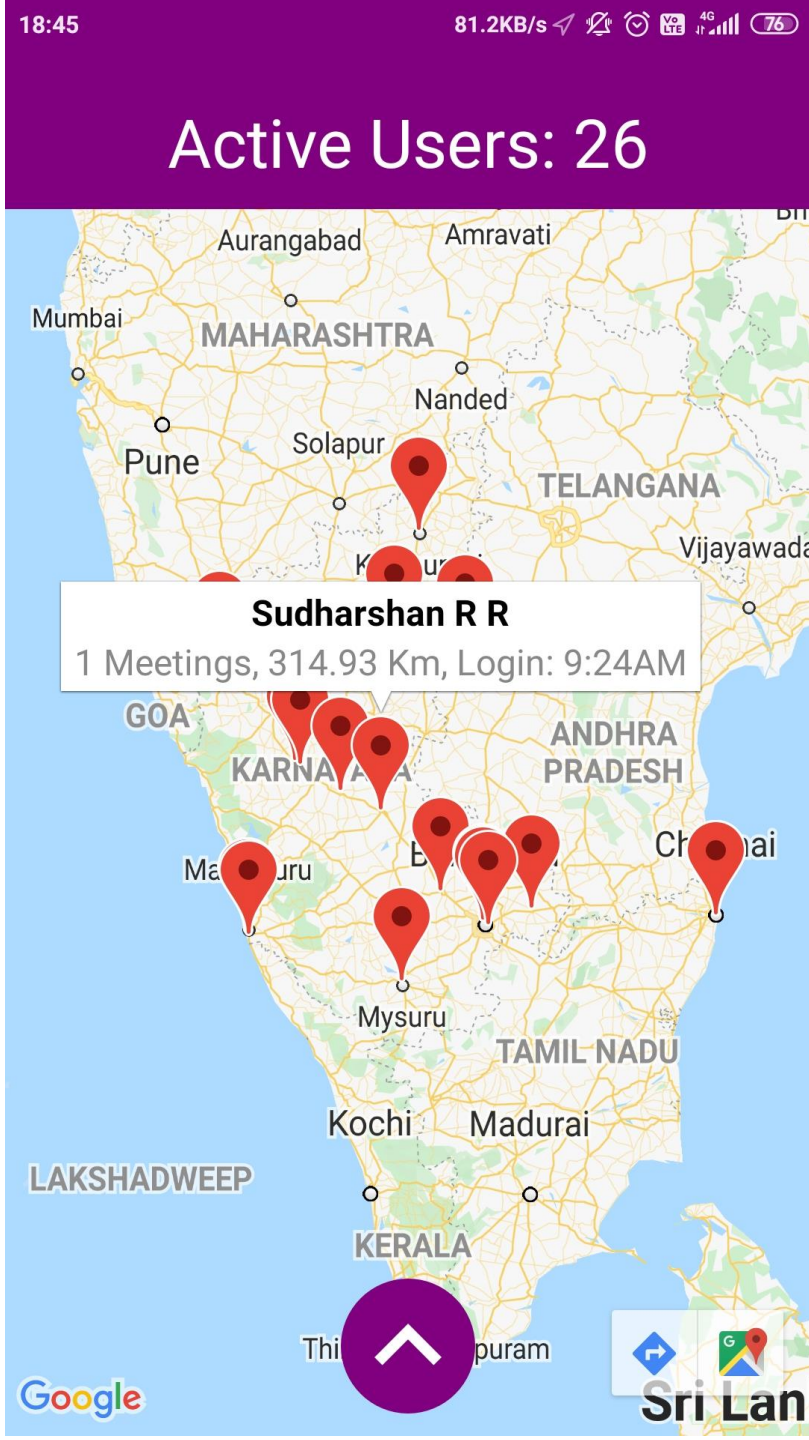
- Android app for managers
- Monitor your entire team on Google MAP
- Check their status for the day
- Connect with them on call with single click.



STANDOUT FEATURE

Call-PopUp

- Connect with Office Telephony
- Auto pop up for customer profile for incoming calls
- Check previous tickets or create new tickets
- View history of call data



STANDOUT FEATURE

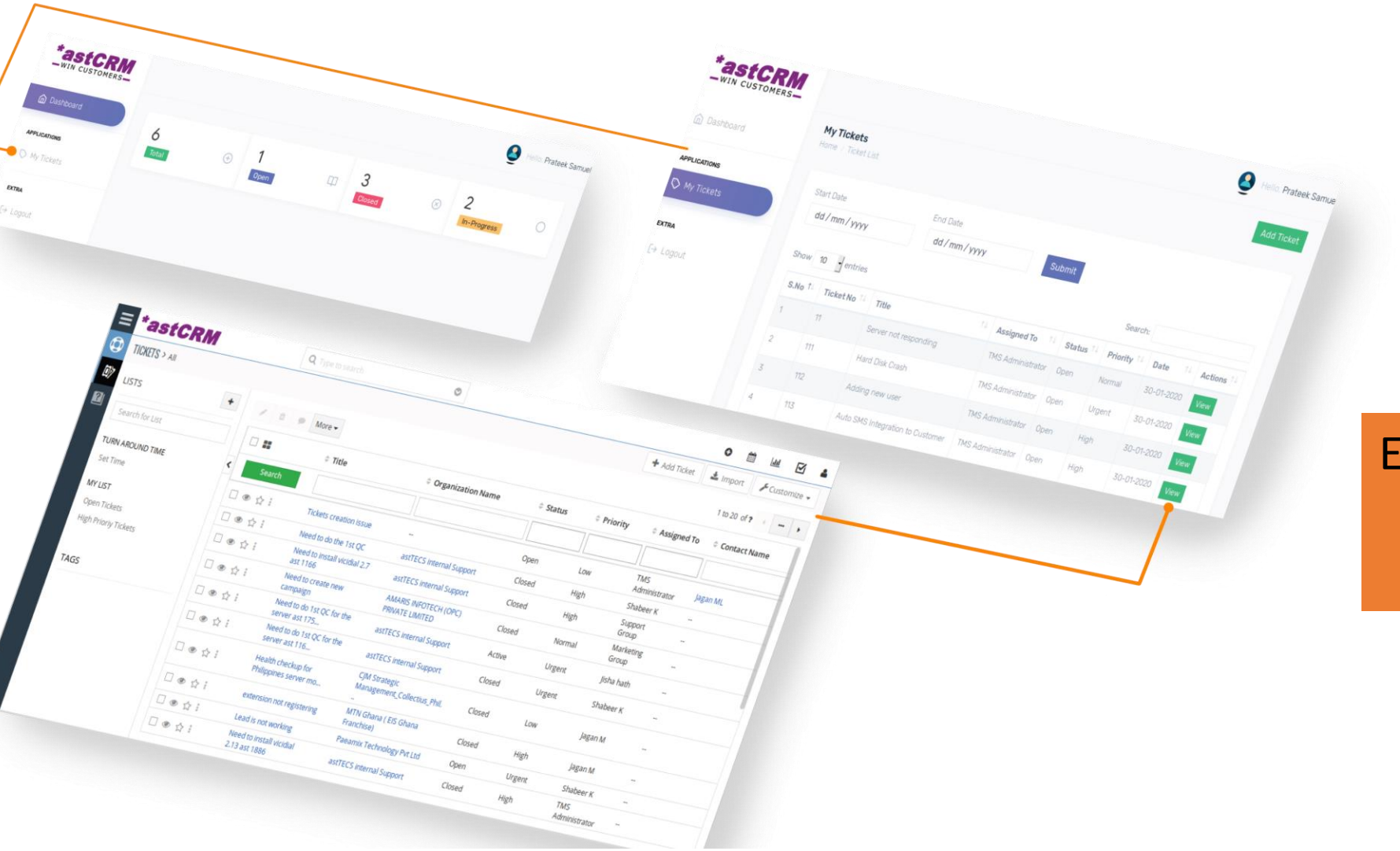
Notification

- Update Ticket ID
- Update Ticket Status
- Notify un-attended Tasks
- Monitoring reports to admin
- Escalations





Web Form or Customer Portal



Empower your customer to raise ticket directly from website or portal

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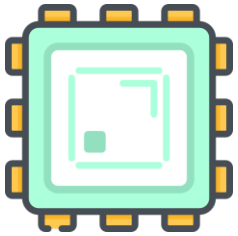
Overall Advantages



Centralized System



Efficiency



Prioritize Important Task



Adds Transparency



Ensures Continuity



Proper Communication



Client Satisfaction

*astCRM

Additional Features



Email
Integration



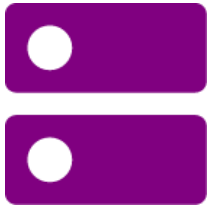
SMS
Integration



Easy
Modification



Schedules
& Reminder



FAQ /
Knowledge Base



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