

SMART Suite Customer Complaints & Trouble Ticket Management Software

SMART Suite Customer Service Software provides a professional 24/7 integrated customer portal with rich knowledge base, integrated customer satisfaction survey and full trouble ticket software in one scalable, dynamic & robust system that manages all your support needs.



An effective customer complaints/issue handling system is essential to any service oriented organization. An efficiently handled complaint can bring a positive response from a customer and subsequently becomes a key factor for getting repeat business. SMART Suite offers a dedicated 100% SaaS solution or Installed software for customer service and support software. Unlike other solutions and add-ons to Customer Relationship Management (CRM) Solutions, SMART Suite is totally focused on providing state of the art customer service and support delivered over the Internet that gives support organizations an outstanding & consistent support experience of high quality.

Create Ticket

Login User: Rahul Agarwal

Contact Person: Rahul Agarwal

Category*: Siemens-Medical System

Service Type*: UW-image processor

Service*: Unable to start Image Processor.

Incident Summary*: I am unable to start UW-Image Processor

Description: I am unable to start UW-Image Processor, its showing Red light. Plz look in to this issue.

File Attachment: Attach File

Template: Image Processor not starting

Business Impact*: Critical

Urgency*: Low

Location: NY

Submit Cancel

Quick Recording : SMART Suite software allows logging of an Service Request on behalf of customer by call center staff or use web self service given to customers. Once an issue ticket is created with a unique ticket ID, it can be used to track the Service Request as it goes through various stages. It captures detailed information about the Service Request and Supports categorization of Service Request type based on pre-defined category/type/service item and priority level and identification of the responsible person or support unit. Using built in dash boards SMART Suite SRM supports correlation with past service requests for quick analysis.



CARTELS CONSULTING SERVICES INC.
212 Lakeshore Rd, Brighton ON K0K 1H0 Canada
Website : www.cartelsconsulting.com
Phone : (289) 428 - 1399
Mobile : (613) 661-3290
Email: amit@CartelsConsulting.com

Built in Workflow & Reporting : The system routes the Service Request for review and analysis to authorized users based on pre-configured workflow rules for review, approval (if required), and resolution. You can track your customer account data along with service level agreements, user contact information, products/services for which each customer is entitled to use.

The process of reporting is simplified as the system automatically generates many standard reports in formats. The reports are generated in standard file types such as PDF or Excel.

Investigation and Remedial Actions : The solution enables triggering automatic alerts and notifications to appropriate personnel for initiating immediate remedial action to contain the impact of the Issue/Complaint and conduct failure investigation to identify root cause. The investigation is driven by collaborative workflows that ensure responsiveness by assigning investigative tasks to an individual or a team with due dates based on priority level. Managers can track the status of the case as it automatically moves from one stage to the next based on organizations procedures.

Dashboards : Executive dashboards provide enterprise wide visibility into the Service Request management process which can be used for customer complaints/issues management and highlight high-priority cases that need to be addressed. The solution provides complete real-time visibility into the key outstanding issues with analytical reports for trend analysis. Graphical executive dashboards with drill-down capability provide statistics and data by a variety of parameters such as complaints category, type, & business units.



SMART Suite Solution also enables key Quality Management Standards of ISO 9000 Series like ISO 9001 & ISO 9004, since these standards provides guidance on how you can continually improve your business quality. Quality improvement initiatives using SMART Suite Solutions will ensure sustained success and not only benefit your customers but also employees, owners, suppliers & society in general.

"SMART Suite has allowed us to better service our customers through the tracking and accountability features. We were able to create an online knowledge base for our staff that includes the procedures manual and FAQs from our customers. Effective online Knowledge base has lifted a huge weight off the shoulders of our support call centers"

Lamne
IT Manager
Mitsubishi Falcon Motors



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10 Benefits with SMART Suite :

- ✦ Track trends in customer issues
- ✦ Have comprehensive complaints history
- ✦ Reduce cost trouble ticket resolution times and repetitive support calls
- ✦ Knowledge Management promotes common procedures and standards for dealing with customers.
- ✦ Can be accessed by all stake holders from anywhere in the world at any time. SMART Suite Web based self service feature can very easily include partners, suppliers and sub-contractors in your workflow.
- ✦ Email & SMS notifications informing users of assigned tickets or tasks with reminders and multi level escalation option.
- ✦ Accelerate Service Request recording, review and approval cycles as Service Requests automatically move from one stage to the next.
- ✦ Improves communication and teamwork across departments and functional areas.
- ✦ Track customer satisfaction proactively using integrated SMART Suite Survey Management
- ✦ No need of new hardware, we can set up your system using your existing internet access.



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