

# SMART Suite

## Help Desk for Associations & Chambers



*The Smartest, Most Efficient Way to Serve and Support Every Member in the Association. With SMART Suite you can promote self service, enhance member satisfaction and bring growth to Association.*

### Helps in Management of Member Service Requests Easily

SMART Suite Service Request Management (SRM) has power to help Associations quickly and directly improve member satisfaction. SRM is an added dimension to ensure that, what the member expects is consistent with what the Association is prepared to deliver. SMART Suite will help you to automatically route service requests by centralizing and managing all inbound requests via web/emails/SMS/IVR in a single database repository, so that support representatives can respond quickly, efficiently and consistently.

SRM system stops paper at the source, helping Associations increase accountability and boost productivity. SRM is used by service desk professional to support service requests. Service Support Associates can view the requested services, access members profile data, check the required approvals and resolve the service requests.

### Establish Self-Service

Associations management is under constant pressure to provide quality support services without increasing technical & office administration staff. The more self-service you can offer, the better. Using SMART Suite portal you can provides a complete, professional 24x7 support presence that matches your unique business needs.

Professional  
Associations



Using SMART Suite Knowledge Management Module, members can have immediate access to help themselves with applications forms, policies, FAQs, news letters with all the latest information. When more assistance is needed for a particular service, members can easily submit a trouble/service request ticket right from Web, Email or by sending SMS, and can view its status and receive an automatic Email & SMS notification when it's resolved.

## **Understand your Members issues using online Surveys**

In Associations the value of members knowledge/feedback is immense and knowing their perspectives on key issues is essential. With SMART Suite Survey Management you can conduct online surveys to gather members feedback on quality of service and use data to drive continuous improvement. Research has shown that satisfied and motivated members positively influence any association's financial performance and enhance image.



*SMART Suite Online Surveys will help you gather information on business opinions, views and important issues pro-actively. The results of Survey will be invaluable for Management of Associations, for instance we can get instant feedback on the key issues facing the members.*

## **Easy to Use**

***Standard SMART Suite Implementation is done in days unlike months for other products.***

We have ability to provide you both installed software or on-demand hosted software option. As a SaaS (software-as-a-service) provider, we deliver our product suite over the Internet using a secure, robust, scalable application and system architecture that requires no software downloads or internal resources to support and maintain the product. We offer a world-class hosting facility which enables 99.5% uptime for every SMART Suite customer.

## **Benefits of SMART Suite Help Desk for Associations & Chambers**

- ➔ Enhance overall member satisfaction pro-actively.
- ➔ Handle repetitive inquiries efficiently.
- ➔ Improve the efficiency of support teams.
- ➔ Efficiently track, manage and respond to member questions.
- ➔ Can also be used to broadcast news alerts by Email or SMS.
- ➔ Enables charging to members if required.
- ➔ Reduce the overall cost of membership.