



A COMPLETE CUSTOMER ENGAGEMENT SOLUTION SOLUTION FOR HELPDESK AND COMPLAINT MANAGEMENT

Using C-Zentrix Contact Center Solution and Ticketing APP



C-Zentrix-At Glance

- C-Zentrix is a flagship product of Towards Vision Technologies Private Limited (TVT) a company incorporated in the year 2002.
- C-Zentrix range of products specializes in software products for contact center and enterprise level applications for voice and data
- With 500+ customers and approximately 50000 live licenses running at any given point of time , we are now a leading Contact Center solution provider in India
- Some of the many customers certifying C-Zentrix capabilities - [Max Life Insurance Limited](#), [ICICI Lombard](#), [Reliance General Insurance](#), [Berkshire Indi](#) ,[SMC India](#), [NSE Mumbai](#), [NIIT Limited](#), [Amity University](#), [Kohler India](#), [Pidilite Industries](#), [Snap Deal](#), [Quikr](#), [Red Bus](#) , [Videocon Next](#), [MNREGA Rajasthan](#), [DIAL 100 Mumbai](#) and many more.
- Presence in 5 continents including countries like India, Bangladesh, Srilanka, Malaysia, Indonesia, Dubai, South Africa, Ethiopia and Brazil

C-Zentrix Customer Engagement Solution-

A Complete Solution for Helpdesk and Complaint Management

- Advanced Helpdesk Solution with Skill based inbound call routing, 100% Call Recording, Quality Management and Real Time and Historical Reporting
- Advanced Tele-Caller Interface for recording the customer issue, generating the complain id or trouble ticket number
- Advanced Web and Mobile App based interface for tracking complain/ticket status, TAT reports, escalated ticket details and various Ageing Reports

Customer Calls to Tele-Callers at the HelpDesk



Generation of Complain/Ticket id

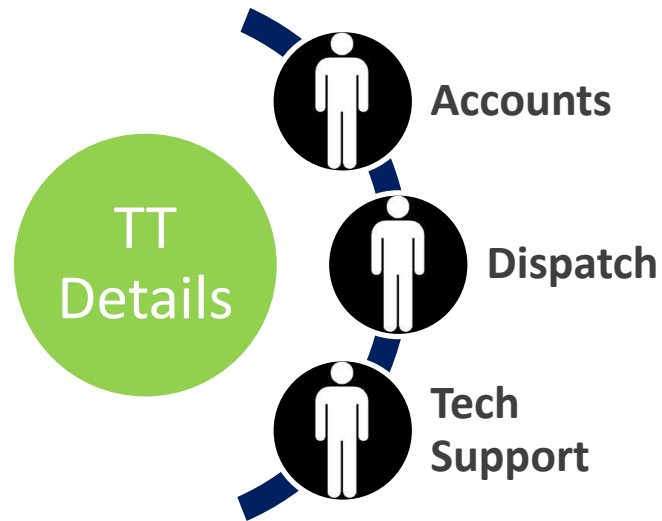
Details for Complaint No:CC120205661

EDIT

Ticket Id:	108	Docket No:	CC120205661
Order Number:		Awb_No:	
Alt Tag:		Complaint Phone:	9419138585
Customer Email:		Call Type:	CALL FEEDBACK
Sub Call Type:	SATISFIED WITH CALL	Ticket Status:	CLOSE
Created Datetime:	2012-02-13 15:52:59	Last Updated Datetime:	
Agent Name:	mohan	Agent Remarks:	dscscsdfs

The ticket details are generated as shown above once the tele caller enters all the relevant information as communicated by the customer.

Ticket Details Pushed to Stake Holder



Ticket Details is pushed automatically or manually to the right department based on the issue type or severity or custom logic of the process

Modes to Create/Escalate/ Update the Ticket



Multi Channel
Communication

Utility of Call Recording, uploading images and videos in the Ticket Information (Complain Details)

- Logging a ticket over a phone call is the most preferred way of generating ticket **100% Call Recording** for such calls
- This helps the experts to later hear the recorded calls later and understand the issue better while finding a resolution for the issue
- **Video and pictures** of broken parts can be uploaded on the CRM for better understanding of the experts and spare part division while sending replacement

Customizable Escalation Matrix

- Each ticket can be rated as per the customers rating scheme (e.g. Critical, Semi Critical, Non Critical)
- The TAT for the ticket is automatically calculated based on severity of the ticket and updated to all stake holders through various communication mediums.
- Based on the Escalation matrix the ticket ownership is automatically changed with time.

Maintenance and AMC module

- CRM can contain details about the **warranty, AMC** and **Spare parts** replacement
- Can be backward integrated to **SAP system** or any other organizational **ERP** for spare parts and warranty details

MIS Reporting

- All the Ticket Status is visible in Real Time to all the users in the business chain as per Their access levels

Reports Like:

- **Ageing reports** for the various levels for exact understanding of the bottleneck
- **Issue wise reporting** for the management's understanding of the type of issues, complexity of issues
- Reports with **demographic analysis** of types of issues being reported from different geographic locations

Ticketing System-Key Modules

- CTI Module
- Roles and Levels Creation Module
- Trouble Ticket Generation Module (Automated and Manual)
- Ticket Escalation Module
- Email Module
- SMS Module
- AMC and Warranty Module
- APIs available for integration with third party order booking systems
- Reporting Module

Ticketing System-Key Highlights

- Complete web based solution with mobile apps for access
- Centralized Reporting (Real Time and Historical) for stake holders spread across different Geographies
- Automatic and Manual Assignment of Tickets
- Facility to upload audio, video , images with the complaint details
- Tagging of Voice Logs with the historical details of the Ticket
- Escalation matrix and Warranty Modules for services
- LDAP and SSO APIs for integration with enterprise level access policies
- CMS can be integrated seamlessly with any CTI application or ERP solution

Key Clients Using C-Zentrix Ticketing System

Yebhi.com
Endless Shopping



goibibo
it's fast it's fun...

 **Letsbuy.com**
Best deals on electronics at your doorstep

Berkshire
INSURANCE.COM

THE BOLD LOOK
OF **KOHLER**

Itz Cash
The power of money


Pidilite

Thank You

All rights reserved.

This document is property of Towards Vision Technologies (www.tvtworld.com) and it contains confidential information and intended to client only. No part of this document can be reproduced or used without prior permission.

Contact Details:

Saket Setu

Sakte@tvtworld.com

Rachana Singh

Rachana@tvtworld.com