



Seamless Communication For Your Supply Chain Network



Automatic Complain
ID Generation on
customer call



Facility to extend
the ticketing application
to Dealers and partners
across the country



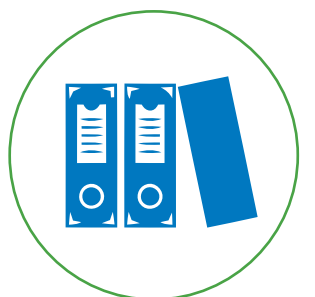
Facility to upload videos
and photographs of
damaged parts



Automated
Escalation
Matrix Module



Tool for Customer
Satisfaction Survey



Connection to SAP, Oracle and
other inventory management
and accounting software

Enterprises using it :

- Automobile Manufacturing Companies (JCB)
- Lifestyle Products (Bathroom Fittings , Kitchen Fittings etc)
Companies (Kohler India, Ultrafresh, Pidilite Industries)
- Tyre and Battery Companies (Michelin and few more)



Manufacturing



Today customers look for 24x7 help desk support with immediate commitment on resolution TAT and future follow ups. The C-Zentrix Help Desk Solution helps the enterprise to monitor every single call, generate complain ids on each call and assign it to the right dealer in the dealer network. The dealer can log in to the ticketing system from his location see the new tickets assigned to him and assign a service engineer to take an action on the ticket. The voice logs recorded at the central help desk can be accessed by the dealer and the service engineer to identify the exact the issue reported by the customer before the service engineer visits the site. The service engineer can visit the site and record a video of the damaged part and upload the video or the photograph to the ticketing system for inspection by the central team. Once the central team decides to replace the damaged parts then the dealer can check on the ticketing system for the existence of the replacement in the inventory. The existing inventory management solution of the enterprise (Sap, Oracle etc) can be integrated with the ticketing CRM to provide single window of interface to the dealers. End of the day the tele-caller sitting at the central help desk can identify the status of the ticket and updates done by the dealer and accordingly inform the end customer.

The inbuilt escalation matrix module helps the enterprise to create their own escalation matrix and TAT for each kind of issue. The escalation happens on SMS and email as per the matrix set by the enterprise. End of the day the enterprise is able to pull out various reports including SLA and TAT reports, dealer efficiency report, tele-caller efficiency report, inventory utilization reports, shift management reports, service engineer based reports etc. for their evaluation and improvement of customer service and support.

Key Highlights



- Complete web based solution
- Automatic complain Id generation
- SMS and email support
- Facility to extend the ticketing application to dealers and partners across the country
- Facility to upload videos and photographs of damaged parts
- Automated escalation matrix module
- Voice-Log tagging with case id
- Tool for customer satisfaction survey
- Advance real time and historical reporting
- Connection to SAP, Oracle and other inventory management and accounting software.

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