

Staffware eCRM

Customer Service Automation

Improve service levels and increase customer loyalty with Staffware eCRM's customer service automation capabilities. Staffware eCRM provides your Customer Service staff with the ability to efficiently handle all types of customer queries, guiding CSRs through appropriate actions according to the type of call such as complaint, information request, help desk support, etc.

Responsive Customer Service

With Staffware eCRM, your CSRs are more responsive and better in touch with your customer's specific needs. Customer Service, support, help desk and consumer response handling are examples of just some of the applications which can be handled quickly and professionally in line with your corporate standards. Performance can be monitored in real-time, showing you how well you are responding to calls at any given moment and alerting you to danger points which may affect service levels.

Enables CSRs To Serve Customer Needs Better, Cross-Sell And Upsell

Staffware eCRM provides access to complete information about customers, which allows CSRs to address any issues customers may have. On completion of calls, letters, faxes, emails, and literature can be automatically generated and the call history logged against the record for future reference. Closed-loop communications improve customer relations and increase customer satisfaction ratings.

Shorten Call and Hold Time

When your customers are holding on the line for service, access to their customer data is not enough; quick collection and review of information is critical. Staffware eCRM automates your work flow processes giving you the information you need at your fingertips. Additionally, Staffware eCRM gives you the functionality and flexibility to respond to high volumes of inbound and outbound calls, automating your call handling processes to maximize efficiency and ensure recognized service levels are met at all times.

Shortens Resolution Time with Problem Tracking

Staffware eCRM allows you to provide superior support to your customer base through our powerful customer service system. Staffware eCRM allows customer needs to be assigned to a particular individual(s) for prompt resolution. All open issues can be automatically monitored through our incident escalation process. Staffware eCRM allows you to instantaneously track the number of customer service issues open throughout the day and the amount of time being spent resolving these issues.

Improves Customer Satisfaction Ratings

Staffware eCRM provides you with the ability to simultaneously monitor your responsiveness to your customers as well as react to any situations that have not been resolved in an adequate time-frame. Staffware eCRM's customer service incident and issue handling allows calls to be instantly escalated to other personnel or departments. This, together with the ability to sort the queue by issue type, status, deadline, contact, or client, ensures the resolution of each call within the recognized service levels and to the satisfaction of the customer.

Allows Rapid Access to Customer Order Information

Staffware eCRM provides you with the information your customers require. Our customer service system can give critical information to answer customer questions about order status, tracking numbers, back orders, and inventory status. Staffware eCRM handles all of your customer service issues and ensures they are satisfied with your products and your company. This means more orders for you in the future and ensures the continual expansion of your customer base.

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