EazeWork

Provide outstanding customer service. Never miss a customer support request. Build knowledge base. Track performance of support team on SLAs.

EazeSupport

Through the use us EazeSupport you can build a support desk which will take care of all your customer issues and allow the Service Reps to engage effectively with the customers. Key features of this application are

- Allow customers and prospects to interact through various channels including email, phone and web
- Automate activities around ticket assignment, follow-up and reporting
- Use support data to build and expand the knowledge base
- Integrate with calendar, business hours across time-zones and multiple teams

Multi Channel Ticket Management

Phone
Email
Self
Service

Customers can reach out to the Support Team through various means
- Self service through customer portal
- Call in through phone and rep creates a ticket
- Send an email which automatically creates a ticket

Timely alerts and status updates will keep customer informed of progress

Rule based assignment and SLA Tracking

If you have specialized teams for taking care of unique requirements the system can be designed to automatically assign the ticket to the right Support Rep.

Customers SLAs around resolution times and escalation process can be built in and monitored through the application.

Priority of tickets, routing and visibility are ensured through a set of alerts.

Build a Knowledge Base of Solutions

Predefined solutions and answers to frequently asked questions can be created in the knowledge base. These are tagged and also voted by the Support Reps who use these to ensure that searches results are relevant.

New solutions which are found by Support Reps can also be added to the database after filtering and consolidating.

Manage Time-Zones, Holidays and Business Hours

Global organizations have to ensure that their Support Desks are equipped to provide support as per the customer hours. With team working across time-zones, having different shift timings and different working days it is important that the manning of Support desk is done in line with the expected ticket volume.

Customer and Contact Mapping

- Manage list of customers and key contacts
- Get to know your customers and build relationships
- Build history of customer interactions
- Get automated feedback on satisfaction level and performance on a ticket
- Map SLAs to ensure compliance in line with the contracts

Manage Data and Access

- Access application from anywhere through the web
- Filter spam email messages and create only genuine tickets
- Automatically associate email ids with Accounts based on the domain name
- Assign priority and type to tickets to ensure correct tracking
- Keep the customer engaged by providing him with personalized emails from within the application

Support Tools for Support Reps

Provide tools like
- Instant answers through Knowledge Base
- Reduce workload by automating repetitive tasks like ticket assignment
- Enable internal communication on a ticket while keeping it hidden from the customer

EazeConfig - Configuration Tool

All EazeWork applications have a built in configurator EazeConfig. Some examples of configuration flexibility in EazeSupport are
- Define Calendars, Shifts and Time-Zones
- Create your own business rules for ticket assignment
- Configure SLAs to reflect the nature of support contract
- Configure access to tickets and escalations
- Manage templates for outgoing communication
- Alerts – Critical activities will be monitored through system generated alerts. These alerts will come through email, and dashboard messages and allow you a direct access to pending tickets.
- Reports – Predefined reports are available which will meet most of your requirements.

Team and Account Management

- As the Team Leader you can keep track of who is present and how many tickets are with a Support Rep
- As a Customer Account Manager you can keep a track of status of tickets for your customer and also watch the conversation as it happens

Commercials

Subscription is based on the number of users and there are no hidden charges. You only pay for the actual number of users and can increase or decrease the user base as your requirements change. All enhancements are free of cost.

Minimum subscription is for six months is payable in advance.

We can also install the software on your servers if desired and have a one-time payment for the licenses.

Data Security and Infrastructure Reliability

EazeWork applications are hosted on ISO 27001 certified and SAS 70 Type II audited data center. This means that the data center is in compliance with US standards of controls policies and procedures and its processes are certified by a third party auditor. All data transfer with EazeWork applications is encrypted and no employee of EazeWork has access to your data directly. We also commit a 99.90% uptime which means a downtime of less than 8 hours and 45 minutes per annum.

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