

Customer Support help desk Solution

Datasheet



Nethzah CRM - A unique CRM Solution

Nethzah CRM delivers the unique functionality you require to meet your customer relationship management (CRM) needs and the flexibility you demand to accommodate the unique ways you do business. Nethzah CRM was designed with Your Business in Mind.

Zero maintenance... Set your people free

With no software or hardware to install, you will never need dedicated administrators to maintain and run them. Go ahead, set them free. Get them to do greater things.



Why Nethzah?

Nethzah Customer Support Help Desk Solution provides online customer issue tracking system 24 / 7. You can quickly view a list of tickets needed your attention and reply to them using templates. To stay ahead of the game, you need a practical help desk solution – one that will allow you to apply proven help desk practices quickly and affordably.

Exceed expectations of your customers

Keep your customers' important issues from falling through the cracks with a solution that makes it easy to enter, track and solve their issues.

Get Your Help Desk Up In Minutes

Immediately launch a web-based customer inquiry center using the existing premium CRM Portal Templates or customize a unique one for you.

Move from fire fighting to fire prevention

The Nethzah help desk module allows you to centrally record and manage issues, distribute workflow and automate tick assignment processes. Nethzah CRM gives you the tools to efficiently manage people, processes and knowledge.

Notification

Email notification can be set to user / user-group on status changes, field updates, or based upon the movement of issues through workflow stream. When a support rep. is assigned a new issue ticket, he or she receives an automatic e-mail with a URL pointing to that support ticket. Also when a ticket is closed, the contacts in the customer account can receive automatic e-mails.

360 degree view of Tickets

The support rep. can get to see all related information about a ticket at one place. The details about the company, the support plan the customer is on and the

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CRM portal

CRM portal is a web infrastructure that presents information from diverse sources (customer interaction, customer information and much more) in a unified way. It configures the validation rules and the interface to match your needs. It can also create and assign the ticket automatically.

Knowledge Base

Nethzah Knowledge Base is a searchable online repository of information that enables customer service and support staff to resolve issues faster to keep customer satisfaction high.

Email Response Management

With email response management, the user can send an email which gets translated as a help desk ticket. The ticket then gets assigned to a help desk person, using Nethzah Business rule. Email Response engine can send an intelligent auto response, with the results from the knowledge base matching algorithm. Follow up with an electronic survey, the ticket can be closed if the response is satisfied with the knowledge base results.

Template Library

You can use templates library to create form letters for individuals, mass email campaigns and email blasts. The integrated template library eliminates the need to search through folders and mountains of email.

CRM Mobile

CRM Mobile enables users to instantly view, create, and modify data on any Internet-capable device. Mobile CRM makes life easy for the support team to stay productive even when out of the office.



Key Features

- Custom workflow process
- Automatic ticket assignment
- Relate Account and contact information along with tickets
- Integrated business rule engine
- Multi-level user and user-group security
- Email Response Management
- Template Library
- CRM Mobile
- Integration with Knowledge Base
- Customer Portal
- Customize the ticket form
- Social network integration
- Integration with Defect Tracking
- Appointment and task management
- MS Outlook integration
- Online document management