

BRIDGEWMS

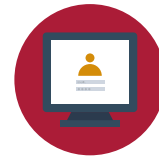
CALL MANAGER

You have just received a call from a customer who requires your support; your next step is to log the call... Call Manager interfaces with the CRM helpdesk to provide a platform to collate all the information required to effectively and efficiently manage your customer's needs. As the call progresses through your support system, communication to your customer is automated - sending out emails to keep them informed. Call Manager will simplify the management of all your outstanding calls and increase customer satisfaction.



Call Logging

Intuitive real time data entry is an everyday capability with the Call Manager module. After the completion of initial setup and personal configuration, Call Manager will make recommendations for new calls based on the data within Opera. Customised drop down lists and preferences make the insertion of a new call fast and convenient. Once a new call is created, Call Manager automatically updates your ERP system.



Call Allocation

Maintaining observation on individual employee progress is now possible. Call Manager allows the user to allocate people to specific calls, ensuring that the person best suited to deal with the call appropriately is assigned the job. From initial allocation it is possible to record and track the progress of queries and support that your assigned employee is working through.



Organisation

Call Manager allows for the organisation of all support calls in progress: highlighting priority, job type, status of the job, details, creation and due date. Calls can also be categorised by colour to differentiate jobs that are on schedule or overdue. A separate screen shows all the calls that have been recently completed. Call Manager also has several search features that allow you to find a group or particular call quickly and efficiently.



Response

Keeping your customers up to date with their ongoing call is now automated. Call Manager will send an automatic email response to customers to inform them that their call has been logged in the system. This will keep the customer updated with information directly from the system as each stage progresses. This feature will increase efficiency and customer satisfaction.