TechExcel

CustomerWise for External Customer Support

TechExcel CustomerWise is a configurable and scalable software suite for external Customer Support and Helpdesk management.

CustomerWise automates and streamlines customer support activities with configurable workflows, process approvals, email integration, project management, and integrated knowledge management. CustomerWise's powerful features and ease of maintenance make it a powerful solution for organizations providing external support.

TechExcel CustomerWise is a completely customizable external helpdesk and Customer Support Management solution. No matter whether you are a 15-person or 5,000-person support organization, CustomerWise is a powerful and proven solution that enables you to automate and streamline your support services and help desk activities with configurable workflows, process management, email notifications, and a searchable knowledgebase.

CustomerWise is an integrated customer support and CRM solution focused on customer service throughout the entire customer lifecycle. In addition to providing solutions for your support operation, CustomerWise can handle sales and marketing automation and provide teams the necessary tools, processes, and information they need to meet customer demands and improve the customer's experience.

CustomerWise allows you to refine sales, customer service and support processes to increase cross-team communication and efficiency while reducing your overall costs. Combine sophisticated process automation, knowledgebase management, workflow, and customer self-service to improve business processes that translate into better customer relationships.

Features and Benefits

Customer Service and Support

- Incident and Request Tracking
- Customer Self Service Portal
- Team Group Management and Automatic Incident Routing
- Workflow and Approvals
- Email and Activity Tracking
- Time Tracking and Billing
- Integrated Knowledgebase
- Reporting Dashboards and Analytics
- Definable Interface

Sales Force Automation

- Account and Contact Management
- Sales Opportunity Tracking
- Forecasting and Reporting
- Knowledgebase with Auto-suggest
- Email Integration and Alerts
- Sales Activity and Call Tracking
- Quoting
- Mobile

Marketing Campaign Management

- Marketing Project and Campaign Tracking
- Lead Management
- Marketing Collateral Knowledgebase
- Email Campaign Tracking
- Website Activity Monitoring
- Download Tracking and Analysis
- Web Survey and Customer Feedback

Service Level Management and SLA - ITIL®

- Define service level agreements for complete visibility of your teams and customers to minimize misunderstandings about expected service
- Improve customer understanding and satisfaction
- Analyze incident and problem records and service level accomplishments
- Identify unacceptable service levels and unreasonable service promises
- Define multiple service levels based on user-defined variables

Benefits

- Proactive Service level management.
- Higher customer satisfaction by meeting customer expectations.
- Better communication with customers on Service Levels.

Self Service Portal

- **Powerful self service portal**
  Sophisticated, easy to use web portal for self service complete with incident submission, incident status tracking, knowledgebase, and user feedback.
- **Customizable interface**
  Control what internal employees and external customers see when visiting the web portal. Easily customize the web portal interface to find the right balance between features and simplicity for your customers.
- **Knowledgebase**
  Organize, publish, and maintain a public knowledgebase so customers can find information quickly.
- **Auto-Suggest Solutions**
  Automatically suggest relevant help topics and solutions based on customer input for immediate resolutions.
- **Web Conversation**
  Communicate more effectively with Web Conversation, a useful alternative to phone and email. Maintain complete Web Conversation histories and relate conversations to incident records.

Benefits

- Reduced volume on your Service desk.
- Allow users to find solutions to their own problems quickly.
- Keep end users up to date on their issues.
- 24 * 7 availability.
- Users can review history of previous requests.

Knowledge Management - KnowledgeWise

Manage all help desk and IT related knowledge in a single, secure, integrated knowledgebase.

Benefits

- Centralized knowledge base increases efficiency, mitigates data risk, and facilitates collaboration between teams.
- Define relationships between knowledge and related work items by associating knowledge items with incidents, opportunities, or work projects
- Enable and improve self-service and speed diagnosis and resolution by adding resolved incidents to the knowledge base.

Features and Functionality

- Manage Documentation - Add, modify, delete, categorize, and index documents in your knowledge base to suit your mission and business requirements.
- Strict Version Control Options - Control document actions at the project, folder, or item level.
- Enable Self-service - Provide employees and customers with help topics, release notes, and other self-help documentation.
- Track Resolved Incidents - Add resolved incidents to the knowledge base to enable self-service and speed diagnosis and resolution.
- Easily Search the Knowledge Base Perform text and keyword searches ranked by relevancy.
- Integrated knowledge notification - Attach knowledge items to incidents, or email them to users.
- Expand Your Knowledge Base with External Knowledge Links - Link TechExcel Service Suite components with third-party knowledge management tools.
- Easy to use HTML knowledge editor

Contact Us

Corporate Headquarters

TechExcel EMEA

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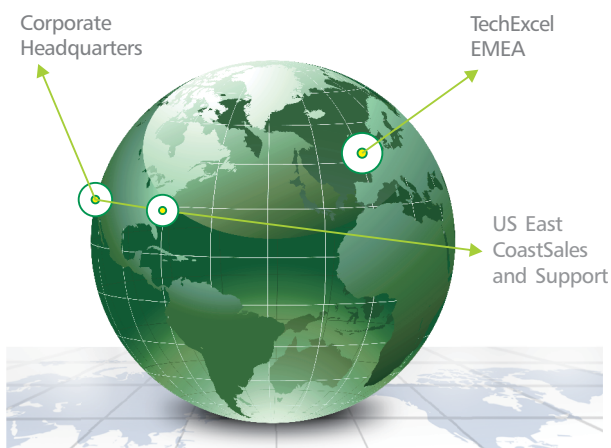
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