

Have a Support System to offer Support Solutions

The primary function of a business is to meet the customer expectation. They need fast resolutions. It may be a prompt delivery or a personal interaction about the product or an outburst of a complaint. It is the prime duty of the company to keep the customer's satisfaction up to the maximum. The best way to do that is to have a proper connect within the organisation. Team up to manage your customers. And mConnect offers you the technology to build the relationship strong and give out the best of their performance.

mConnect internal support ticketing system is built to serve the employees of the organisation. You may wonder why you should be having an internal ticketing system. It is almost like having the external ticketing system as you can assign tickets to specific agents and reassign them too. It assures clarity and accuracy. There is a proper communication within the working team as to what is assigned to whom and how that has been dealt with. It allows you to gather all the requests at a single port.

Automate all the messages from a centralised hub:

Emails are still ruling the customer service channel. But so do the social media platforms. Especially if you are a growing company or an established brand. So it becomes mandatory to have an internal ticketing management system to route, prioritise and solve issues. The internal ticketing system will streamline all the messages that come from multiple sources such as Sms, Chats, Internal Chats, FaceBook, WhatsApp, LINE, Telegram and other.

Focus on the tasks:

Connect offers innovative internal ticketing system that allows you to focus on the tasks whether it simple or complex and minimise the need to gather the details. Improve the communication of the internal system.

Don't miss issues:

When an organisation interacts with the customers from various sources, there is a chance that the mail or message goes unnoticed or even missed. mConnect internal ticketing prevents the falling of messages through the cracks.

Track the issue consistently:

Keep a track of who is being assigned what. Check whether a new ticket has come in, assign to users and decide the priority. Follow the issue across its various stages. See whether the issue is pending for too long or whether the agent needs an extra help technically to solve the issue.

Analyse and Strategise:

Tracking the issues will ultimately allow you to analyse why an issue has taken much time to be solved. It will also help to analyse the skill-set of the agent, the zeal shown in resolving, the time taken to solve the problem and such factors. You can develop strategies accordingly to move forward towards improvising the entire process.

Assign to Appropriate Departments and Users:

When a message flows you can generate it as a ticket and pass it internally. Also assign the users for the tickets. Only the agents who have been assigned to the ticket can view and work on it. This pulls back all the confusion.

Reassign:

Did you make a mistake of assigning the ticket to a wrong department? Does the ticket involves the expertise of other departments also? You need not wreck your brains out. mConnect internal ticketing system allows you to reassign tickets. You can again assign it to the relevant team.

Monitor the work process:

Get to know the which issue has been ticketed to which agent and the department that he belongs to. The date and the time as to when the ticket was assigned also can be seen. The status of the ticket can also be tracked.

Generate Report:

mConnect offers internal ticketing system that helps you to generate automated reports. You can generate report for the dates that you require and for the tickets of your choice or for all the tickets.

Call us now!

Go to **Settings** menu and click on **App Settings** sub-menu. Scroll down to **Help Manual**.

