Elevate your Customer Reach

The major chunk of any business involves dealing with customer complaints and that too particularly in a Call Center. When customers have issues, they like to get it noticed and know that the issue is getting solved or atleast being dealt with. mConnect offers you Email Ticketing solution that will allow you to collect and manage all your customer complaints from one place. It acts like an inbox for all the customer inquiries. It makes the customer support seamless and effective.

mConnect offers simple to use and reliable email-ticketing solutions for tracking, prioritising and solving customer support tickets. All the tickets will be sort out in one place. So that the communication between the customer and the company will be efficient and easy to be monitored. More importantly no issue will go unnoticed.

Sort your Tickets:

Sort your email tickets properly. Have a complete record of the mail including the date and the time of the mail, the number of the ticket, the name of the sender, the organization and department from which it came, the status of the ticket, to whom it was assigned to and when the last message was sent. You can set your team with all the information they require and the agents can immediately get into the problem instead spending time in collecting information.

Send accurate responses:

When tickets are sorted out and assigned to appropriate agents, it is the duty of that particular agent to solve the issue and to send the reply. This is very helpful in a medium and large sized organisation to have an orderly operation. There will be no mess-up as to who will choose to solve the problem or many people doing the same work. Further, the issues can be dealt by the agents who have expertise in that domain.

Efficiency and Speed:

With mConnect Omnichannel email ticketing system you can easily identify the issues and as soon as they are mailed. By identifying the complaints early, and by assigning issues to the agents with relevant skill set action is taken swiftly and customer satisfaction is ensured. As the tickets provide a detailed insight about the customer issue

Immediate Assignment:

Email ticketing system offers you the gateway to assign the tickets as they arise. Even the agents who have closed their previous ticket can claim tickets if they are not still assigned. mConnect email ticketing solution makes it comfortable for teams to access and manage all the tickets from one single point. As the agents will be equipped with all the relevant information, the agents can start to instantly provide individual attention to the customer issue. It also enhances the workflow from the Agent's end and makes the experience better for the customer.

Prioritize your tickets:

Set priority according to the intensity of the issue and the importance of the customer. When you the priority as Urgent, it is understood by the agent that the issue has to be taken into consideration immediately and has to be resolved soon. If the issue is categorised under Low priority, then the agent understands that the issue can be dealt without urgency. This helps in classifying the problems according to the intensity.

Fair distribution:

Get to know who is taking all the burden and who is trying to cheat. Know who has solved the complicated issues and who has dealt with issues faster. It also ensures a fair distribution of work and to analyse the skill-set and performance of the agent. If the issue is too complicated the ticket can be even shared by the agents.

Assign according to Agent's skill-set:

An organisation has various kind of departments and agents with varied skill set. Customer also barges in with different kinds of problems. So, it will save time and improve customer satisfaction if the ticked is assigned to appropriate Agents.

Monitor Agents performance

Monitoring the agent's performance is now made simple by mConnect email ticketing product as the tickets will have all the details regarding when the issue was taken by the agent, how he has dealt with the issue, what was the date that he should have closed it and when he did actually close, and what the customer's feedback was.