**Assignment-3**

**Customer Service**

Customer service facilitates your customer support team to handle service issues, arise from the customer’s side, in a optimize way after the sale is done. It helps them to prioritize the cases and assign them to the support team accordingly. The issues could be anything like facing issues while using the product and services, the product is not working properly other related queries. Better Customer service is the key to build a strong relationship with the customers.

**Customer section:** contains the common entities which are Account, contact, and social profile which is also available in the sales module same functionality as in the sales module.

**Service section:** Most of the customer service work takes place in this section. It contains two module specific entities which are:

Cases: Any incident/ request/ticket raised by your existing customer which requires some solution or answer comes under this case entity. These cases can be raised from any channel like phone calls, emails, and other integrated systems. Cases have three stages which are Active stage, resolved stage, Cancelled stage. Cases entity contains all details from the beginning till its resolution.

Queues: These entities are used to prioritize and organize the tasks and cases based on various factors like the level of subscription (Gold, silver, platinum, etc), product, and services. For example: If a gold level customer raises a request, then it must be routed to a high priority queue so that it could be resolved quickly.

**Scheduling Section:** This section is used to manage and allocate all the available resources for service activity in an optimized way brings all the resources in a single view. It contains a Calander in which you can see all the resources and their allocated activities.

**Knowledge Articles:** These entities contain the documentation of the standard processes, user guides, and manuals that helps a service representative to resolve the case quicker. These articles can also be shared with customers so that they can resolve the issue by themselves.