



# Bug Tracking Tool

## Manufacturing

### Project

Bug Tracking Tool

### Client

Leading Retail Manufacturer

### Summary

An enterprise startup needs to maintain an application where all the service requests, issues and maintaining problems raised by the customer's needs to track and respond back with appropriate solutions. There will be different set issues will be raising on daily basis and they need to track all their issues to make better customer support.

### Challenges

The Bug tracking tool mobile and web based application. Whenever there is request or complaints raised the call center will be updating the issue in the portal with service coordinator identity. The issues will be keeping on track between the Customer and service coordinator.



### Solution

- Track of problem reports and feature requests, but also to coordinate work among the developers
- Increasing communication and allowing them to monitor the progress of development.
- Maintain audit trails to ensure all changes are accounted for.

### Results

- Better customer care service
- Increase in the Order
- Quality output with in the specified time period 30% re-utilization of resources.

### About Srinivasan Software Solutions

Srinivasan Software Solutions specialize in Business Intelligence & Data Discovery, ERP Analytics, Marketing Analytics, HR Analytics, Financial Analytics, Service Analytics, Customer 360° Analytics, Retail BI, Higher Education BI, Planning & Consolidation, Online (NoSQL) Databases, Cloud Application Integration, Cloud Master Data Management, Big Data / Hadoop, Delivery Leadership, and Product Engineering

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### Call Us

We're here to help. Call us and speak with our marketing specialist who will be there to answer any questions you might have.

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