Call Management – Call Entry

Call received from CRM

Customer Details

Fault Details

Create Update Customer Master

Create Application Ticket
and Map to Customer ID,
Keep the CRM ticket ID intact

Customer
DB

Customer ID

Tickets
DB

App Cust ID
CRM Cust ID
Name
Address Details
Mobile Number
Alt Contact Number
Email ID

App Ticket ID
CRM Ticket ID
App Cust ID
Log Date & Time
Unit Model
Unit Serial Number
Warranty Status
Fault Category
Fault Details
Previous App Ticket ID
Ticket Status