Trackerforce Dictionary

System definition and naming convention

# This document provides a detailed definition of the most important terms used to describe system components along with all diagrams and documents.

# Trackerforce

Trackerforce follows SaaS as business model to deliver a customizable channel and smart interface between businesses and customers. Some benefits for incorporating the Trackerforce solution are:

## Clear input

Customers are displayed and assisted to provide all necessary input in order to guarantee a precise response to her/his needs.

## Customizable support

As Customer Experience Management has a big role to deliver personalized and interactive interface, Trackerforce will help businesses to guide throughout processes creation and result driven.

## Customer tracker

As this solution name suggest, Trackerforce helps to organize requests and all the history providing a concise and clear time line for all customers.

## Automation

Technological solutions are constantly integrating automated processes that can easily be verified by machine or even integrated to AI components. Trackerforce API provides the interface to create and run automated mechanisms that will help your team focus on non-mapped requests.

# Customer

Customer is an entity responsible for providing the input to requested *tasks*. Its interaction with Trackerforce is throughout created *sessions*triggered by *agents***.**

# Agent

Agents are specialized users that are responsible to maintain and follow up with customers.

# Procedure

Procedure is a system component which held an unordered list of *tasks.* This component is responsible for monitoring group of tasks that requires validations and actions.

Task

Tasks define the input component necessary to complete procedures.

# Checkpoint

TODO:

# Session

TODO: