iMind CRM

Why you need iMind CRM?

Hard to tracking a call record status

Call agents who take a customer's call can't answer an existing request's status because he/she isn't in charge of that request. So call agents need to find out and transfer a call to a request assignee. This make customers annoyed with a slow response of service.

Fail to perform a job in time

Call agents have forgotten about following up their assigned jobs, and no one knows these including their supervisor. These make customers feel upset and has a bad feeling on a call center service. For serious cases, customers will complain to company's executive or public media.

Give a wrong answer to customers

Call agents answer customer's questions with knowledge in their head or from non-updated documents. Sometimes these answers may incorrect or unusable. In case of a product ordering center, giving a wrong product price makes your company lose revenue and customer royalty.

High turn-over of staffs

Most call center executives face a similar problem on high turn-over of staffs. Company spends time and a high cost of training for new staffs. Sometimes company's knowledge has gone with experience staffs.
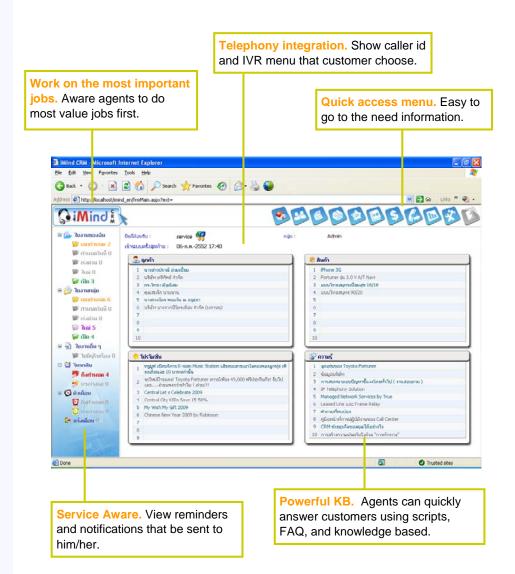
iMind CRM 6.0 ™
BETTER SERVICES, FASTER ROI

IBSS iMind is a solution of choice for companies running a call center. iMind provides a proactive, automated, and integrated approach to manage customer calls; which help companies to bridge the gap between their current implementation and their expectation of high performance call center. The result is to get improvement of first-call resolution rates and deliver superior service to your customers.

Telephony integration. Show caller id and IVR menu that customer choose.

Work on the most important jobs. Aware agents to do most value jobs first.

Quick access menu. Easy to go to the need information.

Service Aware. View reminders and notifications that be sent to him/her.

Powerful KB. Agents can quickly answer customers using scripts, FAQ, and knowledge based.

we make it practical

iMind CRM allow companies easy to complete calls and related activities from submission to resolution. It provides the ability to track calls effectively. iMind enhance call agents with reminders, notifications, and escalations. Companies can work with complex tasks by using its work flow feature. iMind enable companies to implement a one stop service by providing all need information such as customer profile, promotion, product, and announcement. With its smart knowledge-based, call agents can easily search and quickly get right answer to customers.

Deliver superior services

With iMind, companies can ensure that call agents always work on the most important or highest priority jobs first. iMind provide several views of jobs such as past due jobs, today due jobs, today callback, 1st priority jobs, pending work flow tasks, etc. iMind aware call agents when VIP customers call to a call center by showing a yellow blink icon with customer profile.

Increase efficiency and productivity

Call agents can create reminders on a callback appointment or to-do list task. More over, iMind automatically generate notifications to keep call agents or involved persons up-to-date on the status of workflow tasks, including request's SLA warning. When SLA violation event occurs, it sends notification messages based on your pre-defined escalation rule. Notification methods are popup window, e-mail, or SMS.

Powerful knowledge based

iMind help call agents to easily search and quickly get correct answers by using "key words" and "full-text search". iMind can search text in attached files. Knowledge documents are grouped as categories on a tree structure for quick browsing. KB document is as HTML format, so you can change font, make color, insert pictures, insert web links, or even copy from Word, Excel, or web pages. Agent also can simply email or fax it to customers.

Smart call agents

Integrated with a telephony system, iMind reduce call agents' response time by automatically popping up customer information, IVR menu, and their call history on a screen when call agents get a new call. iMind also provide scripts, based on ticket category, helping agents to know what they need to talk or remind with customers. With iMind FAQ, agents can quickly answer customers for common questions; without need to search knowledge based.

iMind CRM Module

Customer Service
- Customer Popup
- Product / Promotion
- Ticket & SLA
- Reminder
- Multi Channel

Knowledge Based
- HTML Content
- Script / FAQ
- Full Text / Keyword
- Attachment Search
- E-mail / Fax

Customer Portal
- Webchat
- Ticket
- Knowledge Based
- Announcement

Outbound
- Telesale
- Preview Dialing
- Quotation
- Survey
- Multi Channel

In high competition environment of current business world, your customer are the most value that companies need to keep the best relationship with. iMind enhance your service using value-added customer data, called _soft information_, like customer's birthday, personnel favorite, or special events. iMind can notify call agents to remind on these special dates. You can fill a customer feeling and set priority on each calls. For VIP customers, it will blink to aware call agents, and increase job priority automatically.

Make informed, agile decisions

iMind provide standard reports in both graphical and text format for Customer Service, Knowledge Base, Outbound, and Customer Portal modules. In additional, customized reports also be provide based on requirements to ensure your flexible work. All of them can be exported to MS Excel, MS Word, PDF, HTML, XML for further analysis.

Social Media Integration

From Facebook page, customers can submit complaint or request from the Facebook to iMind system. iMind also can capture public posts for specific keywords from Facebook or Twitter for agents to see how customers talk about our company, and create new tickets to follow up.

Maintain secure, restricted access

iMind provide secure access on both functions and data, based on rights of agent groups. Companies can set permission on menus that agents can access, as well as how to use data (read only, update, create, or delete).
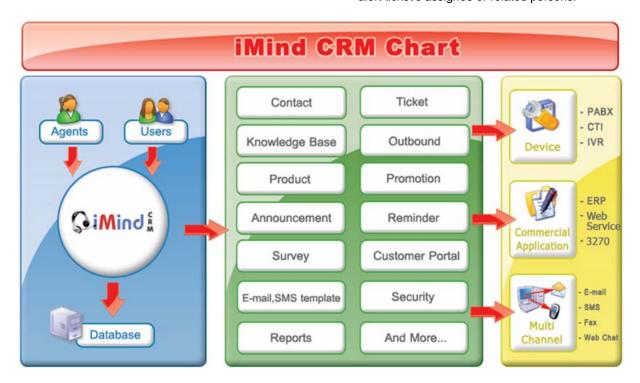
Automate business processes

iMind's automated workflow functionality makes ensure that all stakeholders are informed when prerequisite tasks have been completed. This informs them when they can begin their portion of the process. For new ticket, iMind can automatic assign to proper agent on defined group to balance work load of agents.

Customer Self-Services

Service companies and customers are empowered to easily submit and track calls via the web from anywhere at any-time, significantly reducing costs of service and improving overall customer satisfaction. Customer can also browse the knowledge base from the web to resolve their own issues for easy cases.

Multi-channel Support

iMind support various channels like telephone, mobile, email, sms, fax, and web site. Customers can send email, sms, fax to create tickets and update its status. Notification messages in iMind can send via program, email, sms, fax to alert ticket's assignee or related persons.

iMind CRM Chart

Contact	Ticket	Device — PABX, CTI, IVR
Knowledge Base	Outbound	
Product	Promotion	
Announcement	Reminder	Commercial Application — ERP, Web Service, 3270
Survey	Customer Portal	
E-mail, SMS template	Security	Multi Channel — E-mail, SMS, Fax, Web Chat
Reports	And More...	

Agents / Users → iMind CRM → Database

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Server

Pentium Xeon 2.0GHz, RAM
16GB,Hard Disk 500x4 GB

Windows 2003/2008 R2 standard,
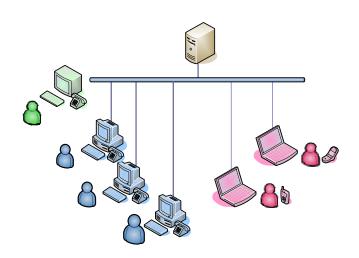SQL Server 2008 R2 standard,
.Net Framework 4.0

Client

Pentium 4 700MHz, RAM 512MB

Windows XP/ Vista/ 7,
Internet Explorer 7/ 8/ 9

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For more information, please contact

Intelligent Business Software Solution (Thailand) Co.,Ltd.

138 BoonMitr Building, Floor 11, Silom Rd.,
Suriyawong, Bangrak, Bangkok, Thailand 10500
Tel: (66) 0-2234-1008-9
Fax: (66) 0-2234-1007
Email: info@ibss.co.th