

DocHouse\BRM **Caredesk**



picture: stock.xchng/Astin le Clercq

DocHouse\BRM **Caredesk** is an application for customer care and IT Helpdesk. DocHouse\BRM **Caredesk** can be used in the intern IT Helpdesk for the management and eradication of customer queries in the After Sales sector. DocHouse\BRM **Caredesk** can be used regardless of branch and size of the enterprise. The stock data base can be designed individually. Replication mechanism allow the use at different locations and also the use of Notebooks in the service salesforce.

Management of customer queries

From the first contact to the point of the solution the customer query is traced and documented in DocHouse\BRM **Caredesk**. All relevant information (client, contact, contract, service level, stock, status and editor) are connected directly through a service ticket with the query. All tasks are controlled from the ticket. After the solution of the problem you make an invoicing and then you save the solution in the knowledge data base.

Customer satisfaction

A reliable and efficient customer service is the key for customer satisfaction and long-term customer retention. The cycle times have to be short and the

customer has to be informed regularly about the status of the query. DocHouse\BRM **Caredesk** supports the Service employees in the solution of the problem and can automatically inform the customers about the state of affairs.

Escalation management

In the contract management of Caredesk the service level of the customer is stored. DocHouse\BRM **Caredesk** can observe the adherence of the service level and start up an escalation process.

Satisfied service employees

Every employee in the service team gets always topical information. The communication with the customers, providers or colleagues in the team is fast and efficient and directly from the ticket possible.

All communication is connected with the ticket. The knowledge data base helps the service to find quickly a solution for their problems. The solutions of solved problems can be provided for everyone. The information of a single person becomes company knowledge.

DocHouse\BRM **Caredesk** helps the employees to complete tasks efficiently and shows transparently the quality and the results of the service .

Customer Self Service

The customer can make service queries by their own via Internet and inform themselves about the current state of affairs of their query. With the aid of the knowledge data base in the internet you can find solutions for your problems by your own and get very fast help. This releases the service organisation and they can pay attention to the efficient solution of the customer queries.

Management information

The management always gets topical information about the quality of the service. Escalation cases can be identified very easily.

CRM integration

Also the sales representatives can inform themselves about the service status of their customers. But also the service employees can see the activities of the sales representatives and can improve the sales process.

DocHouse\BRM **Functions**

DocHouse\BRM **Caredesk** completes DocHouse\BRM **Office** by functions, which are important for a service organisation, for managing customer queries and service cases efficiently.

Ticket Tracking

The ticket is the Single Point of Information for a customer query. All information like contact data, contract data, intern and extern communication and activities are connected with the customer query.

Master / Slave-Tickets

If mass problems occur tickets can be combined by the master/slave concept and can be edited together.

»The good performance and the functionality have quickly contributed that our users have accepted the new customer information management on basis of DocHouse\BRM.«

*Werner Kuchler
IT-Service and Solutions GmbH*

Contract management

Both customer contracts and contracts for bought co-operation are administrated in a contract data base.

Stock data base

Any equipment can be administrated in the stock data base. These can be made of components and sets of components. The technical attributes of the components are freely definable.

Task control

The task control bases on different roles (ticket receipt, dispatching, ticket editing, quality assurance and knowledge assurance). Support employees can perform many roles and combine it in resource pools. Similar tasks can be stored in task lists.

Ticket templates

Circular queries can be created over ticket templates. Here you can use task lists.

Escalation management

Service level and escalation grades can be defined individually in every contract. These are supervised automatically by DocHouse\BRM **Caredesk** and actions are generated.

Knowledge data base

Articles of current support issues are managed in the knowledge data base. These can be created from completed tickets. For the specific search in the knowledge data base Caredesk automatically proposes key words for the current problem. Any Domino data base can be integrated in the search. With the aid of an optional DocHouse\BRM **Caredesk Web Interface** the data base can be also requested via Internet. Here you differ between public and private documents. Your customers get an efficient Self Service option and your service employees can access the whole information pool.

Reports

With the aid of different report views you can trace the service processes and make the level of the service measurable.

Invoicing modul

During the whole service process times can be measured manually or automatically by a stop watch. The invoicing modul creates also from the data of the contract management the invoice or transfers the data to the ERP system (SAP, Navision,..) for invoicing.

CRM integration

You can use DocHouse\BRM **Caredesk** as independent application or integrated in DocHouse\BRM **Office** and DocHouse\BRM **Sales**. So in the Single Point of Information extensive information are available for every employee. A 360 degree view on the customer is possible, it makes no difference in which sector of the company you work.

CTI integration

DocHouse\BRM **Caredesk** offers a Notes interface for CTI systems.

Web Interface (optional)

The Web interface is an independent Notes data base and can be operated for example in the DMZ of the enterprise. It communicates over the Notes intern security mechanism with DocHouse\BRM **Caredesk data base**. Customers and service employees can request the ticket status over the internet. The service employees can additionally maintain the execution of tasks and tickets with the accordant information. The access on the knowledge data base over web is possible.

»With DocHouse\BRM we can manage information quickly and flexibly and make the information available for the whole enterprise.«

*Xaver Reis
DIEHLControls*

Optional auxiliary modules

- DocHouse\BRM **Sales**
- DocHouse\BRM **Pump**
- VTC

System requirements

IBM Lotus Domino/Notes (Express) from version 6

Ready for

IBM | Lotus.
software

IBM

**Premier
Business
Partner**

KUMA soft
Business Relationship Management

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