

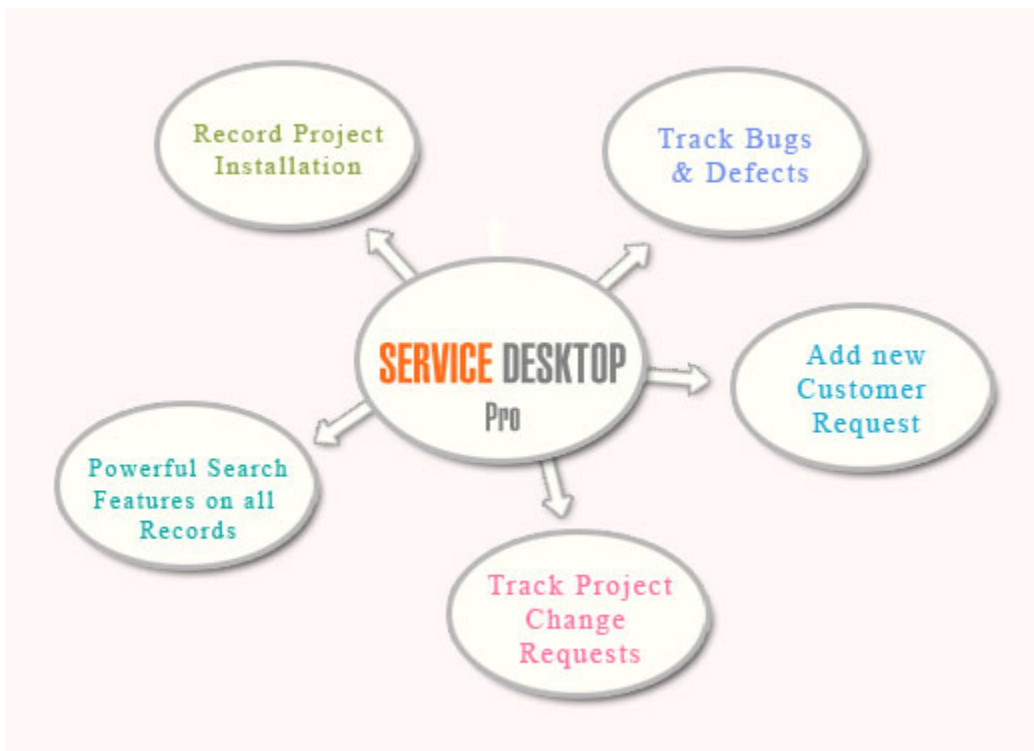


Managing Service With Service Desktop **Pro**

Manage Customer Service & Track Issues !!!!

Pro-active and timely support to clients forms the basis of strong customer relationships leading to new business and happy clients. Clients can be very demanding and their expectations tend to grow with every level of support that you offer. Efficiently managing customer support is as important as procuring work and delivering it.

Customers can point out defects and bugs in delivered projects, they may ask for changes in the system or may present you with new additions. Managing multiple clients and their requests can be a tedious and difficult task if undertaken manually. This may lead to procrastination and eventual losing of a valued client and tarnished reputation.



The process of providing customer support should initiate from receiving requests, evaluating the same, allocating the work to team members, finally executing the work and communicating the client of the completion of work. Also, pro-active detection of defects in projects and their status tracking and early resolution will lead to satisfied clients and ultimately to more work through referrals. To achieve this, an integrated service management software is highly desirable.

Service Desktop pro comprehensively manages customer relations by keeping track of customer requests, their current status, allocation to team members, resolutions and communication to clients. You can keep track of project bugs and defects, project change requirements, project installation details and new additional requirements from clients seamlessly together.

Such activities can easily be allocated to team members, reminders can be set for timely action, history of past actions can be determined, current status of the problem and its resolution can be viewed, priorities can be attached to various actions and extensive reports can be generated on pending work based on priorities and time schedules.

Bug/ Issue Tracking:

Manage and track bugs / defects / issues arising out of projects and products and allocate them to team members for timely action. Status history of work performed on an issue can be easily maintained and referred to when required.

Change Requests:

Pro-actively manage change requests and new project requirements asked by clients.

Project Installation:

Keep track of your delivered projects and products. Maintain history of license keys, serial numbers, installation dates etc.