

# CUSTOMER SERVICE ESSENTIALS

STREAMLINES YOUR ESSENTIAL CUSTOMER SERVICE PROCESSES

With product differentiators eroding and marketing outreach becoming increasingly ineffective, a rich service experience is the only way to ensure customer loyalty! Use our Customer Service Management solution, built on the highly flexible and scalable Microsoft PowerApps Platform, to streamline all your essential service processes

## Up and running in the shortest possible time

With predesigned templates, process flows, forms, dashboards and reports, you can get started with the application immediately.

User-driven process configuration, workflows, dashboards etc. makes it very easy for you to customize the system to reflect your processes and best practices.

Ready integration and import templates ensure that your customer and transaction data migrated with ease.

Keep your investments and infrastructure cost low by harnessing the power of Microsoft cloud. Focus on your business goals rather than worrying about infrastructure and technology.

With our solution, you will get off the block in the shortest possible time.

## Easy to set-up and fully configurable

The solution comes with prebuilt process templates, screens, roles, assignment and escalation matrices, reports and dashboards.

Apart from the standard processes shipped out-of-box, flexible process configurators allow you to build your unique processes with ease

## Takes care of all your crucial requirements

The solution is designed to cater to all your critical service processes that contributes to the maximum service volumes.

- Easily configure your service processes or use the out-of-box features to create, assign and resolve tickets
- Create tickets automatically from multiple sources like email, website, portals etc. or manually through a couple of clicks, through your branches or support centers
- Manage customer SLAs with ease
- Automate assignments and escalations.
- Automate customer communication at various stages of resolution
- View dashboards and reports to monitor your service processes

With this application, all your crucial service requirements are met immediately. You get a fully functional service tool taking care of all your essential requirements, along with a powerful platform to build more.

## Advantages

- **Right balance between feature and flexibility** - We ensure that the features provided are essential and sufficient to meet your service requirements. We ensure that your business requirements are met and at the same time the solution remains simple and manageable.
- **Tested and certified** - all our solutions go through the most rigorous testing and validations and receives Microsoft's highest quality certification for partner solutions.
- **Feature rich** - Extensive functionalities born out of deep understanding of the financial services industry makes sure that most of your requirements are met out-of-box.
- **Flexible** - A flexible solution framework allows you to configure your unique processes quickly
- **Built on a world-class business application platform** - MSFT PowerApps offers a flexible and adaptive development framework, built-in intelligence and a best-in-class cloud infrastructure.