

Fast Facts:

- Automate Service Tracking
- Track and automate requests for support and service from your customers and clients.
- Improve Customer Service
- Lower Support Costs
- Increase Satisfaction
- Chaotic emails drain productivity and increase employee frustration.
- Eliminate manual processes.
- Automate request processing across your organization.
- Leverage SharePoint & Office 365
- Built on Microsoft SharePoint, Crow Canyon Customer Service is quick to deploy, easy to use, and low cost.



Issue and Request Tracking for Customers and Clients

- Capture requests from customers and clients using SharePoint, email, and the Web.
- Route the request tickets to the appropriate personnel for assignment and fulfillment.
- Built-in workflow and notifications for timely communication between staff and customers
- Alerting, escalation, service level agreements keep tickets moving to resolution
- Dashboards, management reporting, cost tracking, knowledge base and more...

Superior Customer Service leads to:

- ✓ **high customer satisfaction**
- ✓ **repeat business**
- ✓ **favorable word-of-mouth**
- ✓ **glowing social media reviews**

All businesses are faced with the challenge of supplying quality goods and services backed by strong customer service and support. Delivering a high level of service with limited resources and funds can strain any organization.

Crow Canyon's Customer Service for SharePoint provides an efficient and effective support system. Customers benefit from quick and accurate responses. On-going tracking and follow up ensures issues are resolved and customers' needs are met.

Crow Canyon's Customer Service leverages what your staff already knows and uses: Microsoft SharePoint, Office, and email. Building on top of what is already in use results in substantial cost saving for both administrators and staff.

If your organization is still using a manual process for requests, then it is wasting critical staff time and creating frustration for customers

Trying to use email, phone or direct interaction as a request system results in a chaotic, time-consuming process. Questions go unanswered:

- How many service requests did we receive?
- What are the most common requests?
- What is our average response time?
- What is the cost of fulfilling the request?
- Who communicates completion to the original requester?



TRACK ALL TYPES OF SERVICES:

- Customer Questions
- Requests for Information
- Issues with Orders
- Account Changes
- Field Service Requests
- Billing and Delivery issues
- Purchase Orders
- Customer Complaints
- Event and Meetings
- And many more....

"CUSTOMERS" CAN BE:

- Accounts
- Contacts
- Clients
- Individual Consumers
- Members
- Organizations
- From a CRM or other database

OPTIONAL MODULES

- Mobile Smartphone Support
- Leased Equipment Tracking
- Reports and Dashboards
- Service Level Agreements

Powerful Features

- Installs and deploys quickly on your existing systems
- Tickets can be submitted through email, web, SharePoint or the phone
- Link and attach existing forms and documents to tickets
- Easily customizable to support your existing workflows
- Automatically routes to responsible department or individual
- Link tickets to Assets, Equipment, Projects, CRM, and outside databases
- Assign to one or many staff, split ticket into multiple tickets
- Track time, costs and projects related to requests
- Escalation and emergency notification via email & text messaging
- Knowledge bases to accelerate productivity, implement consistent policies
- Incorporate approval processes based on ticket type, requester, etc.
- Quickly identify overdue tickets, high priority status or any other filter.
- Measure performance with full reporting and dashboard capabilities

Flexible

Easily customized to fit your processes

Incredible ROI

Crow Canyon Customers Service often pays for itself in weeks!

High User Acceptance

Because it is built upon Microsoft SharePoint, the user interface is familiar and easy to access

Benefits

- Improved level of service and communication to customers
- Automates customer support across multiple departments, leveraging what your staff is already using: Microsoft SharePoint and email.
- Better communication and coordination of service department staff
- Increased efficiency and productivity across your organization
- Visibility into response times and costs for service requests

