



TICKETS



Email has become one of the major communication channels between the customer and the companies. Based on this evidence, there was the need to create the Ticket Support.

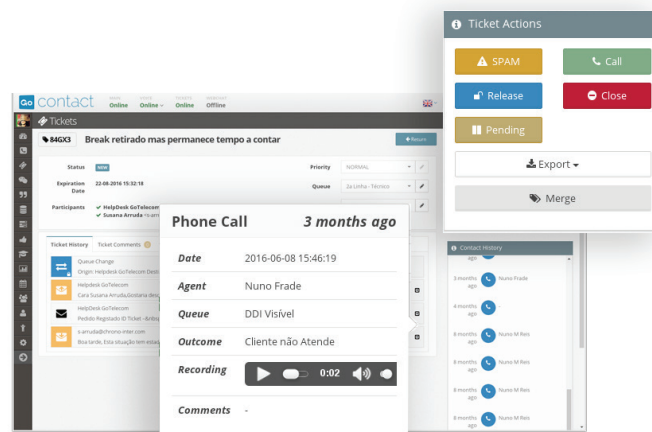
With the Ticket Support system you can offer the best response by email at an extremely low cost.

- Automatic creation of tickets by email
- Email assignment to teams
- Mailbox prioritization
- Email history simultaneously with the other channels assigned to the customer
- Use of pre-defined responses with variables, to reduce management time.

The daily amount of emails received by companies is massive and customers expect email communication to be fast and practical.

Our email management system is based on a work queue architecture, allowing your business email to be managed with all speed and efficiency. The normal email flow does not allow the proper management of a large amount of emails.

- Comprehensive management of emails
- Support for SLAs, filter rules
- Automatic response templates
- Typing, statistics and tickets' reporting
- Shared work queues
- Authorizations and skill management per agent



Functionalities

- Queue configuration
- Email box configuration to receive and send emails
- Configuration of automatic responses in case of email reception
- Configuration of forward response models
- Setting of response models/templates for email responses or forwarding
- Definition of signatures to be included in the email body
- Definition of tags that will help the classification/categorization of emails
- Multilevel typing of ticket/email subjects
- Definition and SLA parameterization for response/resolving/closure of tickets
- Application of rules according to email subject and body, enabling intelligent distribution to specific queues
- View of the history of interactions (episodes) associated with the processing of the ticket
- Possibility of creating voice episodes, being these associated with the tickets' processing history.
- In short, versatility of the Omni-channel management
- Association of smart scripts to the processing of tickets
- Possibility of interaction off the platform via email (sent or received)
- Assignment of tickets/emails to employees in an intelligent format:
- Extended profile (choice of tasks in working pool) with sorting according to several rules, namely the defined SLA.
- Short profile – the employee does not choose the next task to be addressed, being solely and exclusively assigned according to the business rules/ previously parameterized SLAs
- Trackable interactions in the CRM
- Allows viewing the received email attachments and to attach new files to the response and forwarding emails
- Capability to assign different levels of priority to emails in queue for processing (Low, Normal, High, Critical)
- Possibility of integration with other email systems
- Automatic assignment of an identification code to the ticket
- Allows parameterizing a universal queue
- When closing the call, possibility to close the ticket associated with the same typing
- Parameterization of obligatory fields
- Option to change massively the email status
- Option to close emails massively

