



Telephone



Customer calls into the PABX and a ticket is logged manually

Customer calls into the main switchboard and speaks to a customer service representative who logs the issue into the administration system manually.

The admin person can then allocation the issue to the most appropriate person for handling.

Text message / SMS



Customer sends a text message and a ticket is logged automatically

The customer can send a text message with their issue which is received by the modem and automatically logged into the administration system.

The admin person can then allocation the issue to the most appropriate person for handling.

Email



Customer sends an email and a ticket is logged automatically

The customer can send an email with their issue which is received and automatically logged into the administration system.

The admin person can then allocation the issue to the most appropriate person for handling.

Problem Solved