Customer-Ticket.com

Benefits & Business Advantages of a Incident Ticket System implementation

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What are the benefits and business advantages from implementing an Incident Ticket System?

From our experience talking to different business clients, they typically are using emails as communication channels but they express their concerns on lack of team work collaboration, quality assurance and audit control. It can be for communications between themselves and their customers, or between themselves and their suppliers/vendors, and it can also be for communications between their staff from different business functions or departments. The disadvantages are very obvious:

1.   No effective collaboration can be achieved within a team

   Imagine a situation where a business uses < sales @ xxx.com > or

   < support @ xxx.com > to collect customer feedbacks or to receive customers requests for technical assistance, how can a team of salespersons coordinate the sales enquiries coming into 1 single email address? It happens some sales enquiries will remain unattended for a period of time, causing potential loss of businesses.

2.   Security control is undermined

   If the general email accounts are shared among a group of staff, there is effectively no security or no control of access. If multiple email accounts are created, it is fairly difficult to make sure there is efficient collaboration between different members.

3.   Cannot implement Service Level Agreement (SLA)

   Fast and prompt response is a key to business success. When customers are served promptly and professionally, it helps to develop a good business image and very likely keep them loyal to your business. With email accounts, it is extremely difficult to keep track of all single messages, are they being attended to. As a result, it happens that some of the messages are never replied.

4.   Management finds it hard to supervise

   If email accounts are used as communication channel with customers, management will find it almost impossible to supervise the customer service quality. Emails are communications between particular staff and individual customers; it can be easily deleted from mailboxes. No one will know what has happened unless your customers complain at the end.

5.   No real-time activity statistics is available. No analytical reports can be generated

Without a system in place, emails are just a bunch of electronic messages in mailboxes. No one can produce timely reports to tell how many customer feedbacks are collected, what is the average response time.

6.   No audit control. Fail corporate governance policy

Without proper documentations and record keeping, it is most likely email communications will fail audit control. In most cases, businesses cannot meet ISO quality standards.

In conclusions, while emails are still good for business communications between a relatively small group of people, it is obviously not effective in many other scenarios.

We offer our 100% web-based incident ticket system exactly to solve this problem. Facilitating effective team work collaboration, with high level of security control, with implementation of SLA, easy management supervision and real-time activity statistics, our solutions will guarantee to improve your business processes.

For any questions, talk to us at ***Customer-Ticket.com*** now.

You may also refer to http://www.customer-ticket.com/benefit.html for more information.