Listing - FAQ

Category Name	Sales
Description	about Sales This online demo application is purely for your testing purpose. You are welcome to try your business cases here, with all available functionalities. Be reminded that system may be refreshed without prior notice with all data removed. Any questions or enquiries, please direct to demo.technical@customer-ticket.com Thank you.
Category Status	Public

Question	Answer	Question Status
Sales Q1	Answer Q1 At Customer-Ticket.com, we have introduced cloud application solutions to help improve the responsiveness, efficiency and quality of customer service in any client-facing businesses since 2012. It typically happens in many businesses that their customers are calling direct or emailing to a single email address (e.g. enquiry@xxx.com) to raise questions, lodge complaints etc. Such practice cannot be well monitored by management and is often prone to quality issues and response delays. Our solution is 100% cloud-based, so your organization doesn't need to purchase hardware servers or application software. It will captures all your customer enquiries and feedback, in different categories, and raise email alerts to your staff team, route the tickets automatically to relevant departments for much quicker response. Everything will be well-documented and audit trail well maintained. Furthermore, we provide multiple reports for your management to analyse and keep track of your team's performance from different perspectives. 	Public
Sales Q2 - Blog	Answer Q2 We constantly share news and other articles about customer service and our helpdesk solutions on our corporate blog. Blog for Customer-Ticket.com cloud solutions: http://www.wamp-it.com/blog/category/customer-ticket/ 	Internal

CUSTOMER-TICKET.COM

Listing - FAQ

Category Name   Technology
Description   about Technology
Category Status   Public

Question	Answer	Question Status
Technology Q1	Answer TQ1	Public

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