

Quest CRM solution from Trinity Expert Systems

For customer service

A leading CRM solution that can improve customer satisfaction, fully implemented in just one week.

"From our first meeting right through to implementation Trinity has impressed us with their accessibility and technical knowledge of the Microsoft CRM package"

Amie Pocock, Operations Manager, Outlook Communications

The Quest CRM solution from Microsoft Dynamics CRM 4.0 provides a comprehensive customer service solution to increase profitability and improve your customer experience.

Your customers are your biggest asset, and in a tough market you need to look after them more than ever. The Quest CRM solution from Trinity will help you provide a consistent, effective service that improves customer satisfaction and enhances customer loyalty.

8 definitive reasons why the Quest CRM solution is a must for customer service

1. Deliver superior customer service

Utilise multiple interaction channels including phone calls, e-mails and in-person communications to quickly create, manage and resolve service issues. Use streamlined access to cases, customer history, agreements and a powerful knowledge base to support customers effectively and productively.

2. Manage work more efficiently

Help your business to productively manage customer incidents, service contacts and knowledge from a single, scalable business application. With the familiar Microsoft Dynamics CRM interface, your business can quickly bring new service representatives up to speed while reducing training costs.

3. Automate service processes

Assign, manage and resolve support incidents with automated routing, queuing and escalation of service requests, along with case management, communications tracking and auto-response e-mail. Use workflows to create and execute service processes that span the customer service organisation.



4. Resolve issues quickly and accurately

Improve your resolution rates using a searchable, shared knowledge base of articles organised by product and service category. Use click-to-chat and click-to-call functionality with Microsoft Dynamics CRM and Microsoft Office Communications Server 2007 to truly differentiate the customer experience.

5. Gain actionable insight

Measure customer satisfaction during all stages of the service lifecycle either in real-time or part of a service reporting cycle. Use historical and predictive analytics to raise customer satisfaction, reduce case handling times, improve resolution or drive targeted cross-sell/up-sell offers to customers.

6. Third party integration

Confidently build and deploy world-class contact centres through integration with critical contact centre infrastructure products including leading telephony switch, automated call distribution (ACD) and computer-telephone integration (CTI) products from Trinity.

7. Integration with the Microsoft customer care framework

Much of the information needed to answer customer questions is scattered across applications. This information can be surfaced through Microsoft Dynamics CRM using the Microsoft Customer Care Framework, to aggregate information from existing systems to automate tasks and resolve issues.

8. Microsoft Dynamics CRM customer service

Choose your user experience: Provide unified customer service using SharePoint Server, Outlook or a user interface completely customised for your business needs, such as a contact centre agent desktop.

Manage cases: Create, assign and manage customer service requests across multiple channels. Manage cases from initial contact through to resolution, and automatically associate with the appropriate case.

Route and queue cases: Dispatch cases to queues where individuals and teams can access them easily and automatically route them to the appropriate individual, supervisor or expert.

Speed problem resolution: Resolve common support issues quickly using a searchable knowledge base. Build and maintain a solution database that makes it easy to find appropriate solutions quickly.

Manage contracts: Create and maintain service contracts within Microsoft Dynamics CRM to manage service level agreements (SLAs), refine business processes and bill customers accurately.

Manage and automate e-mail response: Maintain accurate account, contact and service history with automated tracking and response for customer e-mail messages.

Maintain a product catalogue: Work with a full-featured product catalogue, including support for complex pricing levels, units of measure, discounts and pricing options.

Schedule appointments and resources: Manage service appointments and resource allocation across your service sites with a single calendar view of service professionals, tools, resources and facilities.

Manage services, facilities and equipment: Model your complete service delivery offerings and resource groupings to provide consistent service practices throughout your organisation.

Communicate in real time: See the availability and status of co-workers. Optimise service handling and resource utilisation with the power of instant communications.

Automate service processes: Model and deploy robust business automation for customer service. Integrate workflows across business systems based on the Windows Workflow Foundation.

Protect data quality: Automatically clean and purge duplicate records to ensure data consistency and integrity.

Turn data into actionable knowledge: Identify common support issues, track service processes and measure service performance. Use rich reports as standard or build customised reports with wizard-based tools.

'The Quest CRM solution is about more than customer relationships. Use it to improve efficiency and increase profitability in your everyday business processes'

Increase profitability through enhanced customer experience

Trinity's Quest CRM solution will increase profitability and improve efficiency by delivering vital customer service information directly to your representatives. Let Trinity help you create a solution that can be customised to your needs, but more importantly which will improve and enhance your customer experience over and above the competition.

Take advantage today, call Trinity on:

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