



Trix Call Center Management

Datasheet

TrixCRM Call Center Management is the state of the art solution designed with the ultimate goal of assisting organization in servicing its customers through a customer centric approach. It's built with a combination of out-of-the-box best practices and easy configuration and customization options to align with today's evolving business

Incident logging

Service organizations can set up customer companies and contacts and perform end-to-end service call logging from the initial call through resolution and closure.

Ability to:

- Bird's eye view of customer profile
- Reduce operating time through quick menus
- Prioritize incident based on urgency and degree of severity
- Alert on outage through digital messaging
- Lodge mass incident through common outage

- Monitor incident queues in a single view
- Track service level attainment
- Route incident through skill based
- Handle incoming incidents through email, fax, sms
- Cater call back / follow up option
- Notify personnel through built in communicator

Assignment and resolution

Incident assignment to tier-2 support team could be done easily whereby the system is engineered in a way to:

- Receive notification on incoming support request through email / sms
- Access complete view on the incident status through dashboard
- View incident details such as customer information, incident history and attached documents
- Access knowledge bank for resolution support

Close look into TrixCRM

- It is web based solution
- Full blown CRM suites with modular basis
- Empowers latest technology to provide additional cutting edge to client in both operation and marketing
- Enables few touch points
 - ⇒ Telephony
 - ⇒ Email
 - ⇒ SMS
 - ⇒ Fax
 - ⇒ Web self care
- Built in communicator:
 - ⇒ Email notification
 - ⇒ SMS notification
 - ⇒ System notification

Features within Trix Call Center Management

- Incident management
- Incident monitoring
- Incident historical
- Incoming message
- Assignment management
- Mass incident creation management
- Quick menus
- Concurrent assignment
- Alert management
- Service level agreement
- Digital messaging
- Follow up & next action management
- Attachment management
- Audit trail management
- Contact and account management
- Contract management
- Process management
- Knowledge management
- Reporting management
- Administrative

The screenshot displays the 'Helpdesk' interface for an administrator. The top navigation bar includes 'Incident Management', 'SLA Agreement', 'Process Management', 'Administrative', and 'Reports'. The main content area is titled 'Incident Tracking' and features a search bar with 'Search' and 'Clear' buttons. Below the search bar are various filters for incident details, including Level ID (set to 'Level1'), Department, Incident Status, Customer Name, Account No., Customer Email, Customer Phone No., Incident Log Date (with 'From' and 'To' date pickers), Customer Category, Created By, Incident Type, Enquiry Type, and Sub Incident Type II. On the right side, there is a sidebar with 'Latest Alerts' and 'Tech Docs' sections, containing links for 'New Presentation Slides Updated!!!', 'Latest Package Available', and 'New Product Launched!!'.



Process Management

TrixCRM provides the operation team the ability to increase efficiency and service level through embedded process management whereby the administrator will be able to :

- Create new business rules based on evolving business processes within the organization
- Redefine the alerts to cope increasing needs within the servicing department
- Group the support team to be alerted
- Notify the support team through built in communicator (email/sms/system notification)
- Seamlessly incorporated with Service Level Agreement

Concurrent assignment

The system is able to cater concurrent assignment for a reported incident whereby the users will be able to:

- Create parent-child association on the incident
- Tag each concurrent incidents with separate service level agreement
- Escalate and assign each of the incident to different department
- Track the response and resolution time for each incident
- Ensure all the sub-incidents tickets being resolved before the closure of the main incident ticket

Reporting

Trix Reporting Management gives manager & service agents the information necessary to manage the business and service levels. It provides the accessibility to:

- Gain complete audit trail
- Comprehensive information into the incidents details
- View graphical representation on desired reports
- Utilize extensive custom reporting capability with business object
- Export desired reports into excel, csv and etc

Follow up

TrixCRM provides the support agents with the facilities of following up with respective customers on the incidents that being lodged by the customers. This can be done through follow up/next action functionalities embedded in the system. The support agents will not need to manually jot down on the next course of action to the incident where the agents can directly set it in the system. In the setting, the agents will be able to schedule the time and date on the next follow up or agents will be able to schedule the time based on client availability. This feature is very convenient to the agents who supporting customers with multiple attributes

Quick menus

In the event of a hectic and bustling service industry, support agents are normally being tied up with incoming requests. Hence, this system provides the convenience whereby the agents will be able to lodge incidents quickly through quick menus provided. This will to assist the operation team to increase the efficiency and performance of the agents and also to reduce the average handling time for each incident.

Mass closure option

The advantage of mass closure is to assist the agents to lodge similar incidents easily without having to create incident from scratch for similar incidents where the agents can only do it through mass incident creation. Of course upon creation of mass incidents, the system is equipped with the capabilities whereby all the mass created incidents can be closed through mass closure. This is to reduce the time taken by the agents to manually close all incidents with similar issue.

TrixCRM Integration

Trix Call Center Management has the capability to integrate with other backend legacy systems as well as any telephony infrastructure such as ACD, IVR, voice logger and etc. The system conforms to industrial standard integration protocol whereby the system is able to integrate through the following technology:

- Web services
- XML
- TCP/IP
- ODBC

Hardware & Software Requirements

Database Management Software (DBMS)

- Microsoft® SQL Server 2000 onwards
- MYSQL® version 5.0 onwards

TrixCRM is compatible with

- Microsoft ® Window XP Professional SP1 or later
- Microsoft ® Window Server 2003 onwards
- Microsoft ® Window Vista

Minimal hardware requirement

- Quad Core Xeon Pro 12MB Cache,2.83GHz
- 4GB (4x1GB) DDR-2 667MHz ECC Memory
- 2x250GB, 3.5", 7.2Krpm, SATA II Hard Drive
- Raid 1, SAS6iR Card