

Clients who use this Crow Canyon Software service:



American Water Works Association



Beckhoff Automation



Gumdrop Books



Schlumberger



All businesses are faced with the challenge of supplying quality goods and services backed by strong customer service and support. Delivering a high level of service with limited resources and funds can strain any organization.

Crow Canyon's Customer Service for SharePoint provides an efficient and effective support system. Customers benefit from quick and accurate responses. On-going tracking and follow up ensures issues are resolved and customers' needs are met.

Crow Canyon's Customer Service leverages what your staff already knows and uses: Microsoft SharePoint, Office, and email. Building on top of what is already in use results in substantial cost saving for both administrators and staff.



ISSUE AND REQUEST TRACKING FOR CUSTOMERS AND CLIENTS

- Capture requests from customers and clients using SharePoint, email, and the Web.
- Route the request tickets to the appropriate personnel for assignment and fulfillment.
- Built-in workflow and notifications for timely communication between staff and customers
- Alerting, escalation, service level agreements keep tickets moving to resolution
- Dashboards, management reporting, cost tracking, knowledge base and more...

Superior Customer Service leads to:

- high customer satisfaction
- repeat business
- favorable word-of-mouth
- glowing social media reviews

FLEXIBLE

Easily customized to fit your processes.

INCREDIBLE ROI

Crow Canyon's Customer Service often pays for itself in weeks!

HIGH USER ACCEPTANCE

Because it is built upon Microsoft SharePoint, the user interface is familiar and easy to access.



Crow Canyon Software's applications for SharePoint and Office 365

- drive productivity and efficiency at organizations around the world.
- make SharePoint and Office 365 into truly useful and practical tools that solve real business automation problems.

Crow Canyon's goal is to engage users, streamline operations, and power continuous improvement with its applications, which include:

- IT Help Desk
- Asset Management
- Facilities/Work Orders
- Equipment Tracking
- Customer Service
- Employee Services
- Onboarding/User Access
- Contract Management
- Purchasing

And more!



IS YOUR ORGANIZATION STILL USING MANUAL PROCESS FOR REQUESTS?

If so, then it is wasting critical staff time and creating frustration for customers.

Trying to use email, phone or direct interaction as a request system results in a chaotic, time-consuming process. Questions go unanswered:

- How many service requests did we receive?
- What are the most common requests?
- What is our average response time?
- What is the cost of fulfilling the request?
- Who communicates completion to the original requester?



POWERFUL FEATURES

- Installs and deploys quickly on your existing systems
- Tickets can be submitted through email, web, SharePoint or the phone
- Link and attach existing forms and documents to tickets
- Easily customizable to support your existing workflows
- Automatically routes to responsible department or individual
- Link tickets to Assets, Equipment, Projects, CRM, and outside databases
- Assign to one or many staff, split ticket into multiple tickets
- Track time, costs and projects related to requests
- Escalation and emergency notification via email & text messaging
- Knowledge bases to accelerate productivity, implement consistent policies
- Incorporate approval processes based on ticket type, requester, etc.
- Quickly identify overdue tickets, high priority status or any other filter
- Measure performance with full reporting and dashboard capabilities



BENEFITS

- Improved level of service and communication to customers
- Automates customer support across multiple departments, leveraging what your staff is already using: Microsoft SharePoint and email
- Better communication and coordination of service department staff
- Increased efficiency and productivity across your organization
- Visibility into response times and costs for service requests



LET'S TALK...

Give us a call or send an email.
We look forward to hearing from you!

