

AFFINITY SERVICE



Affinity Service provides you with functionality designed to ensure you are able to provide your customers with first class service and support.

Agents can log faults through the ticket and task management system and you can check your performance through SLA Management ensuring complete visibility at all times.

Full email integration means that customer communications can be managed and tracked within the system.

FUNCTIONALITY

TICKET & TASK MANAGEMENT SYSTEM

- Create, edit, prioritise and assign tasks and tickets
- Checklist mechanism to capture detailed stages for repeat tasks/processes
- Repeat mechanism for recurring tasks (daily, weekly, monthly etc.)
- Create template tasks and tickets

SLA MANAGEMENT

- Create and assign SLAs against different entities within the system
- Assign tasks and tickets against defined SLAs
- Suite of SLA management reports

TASK & TICKET EMAIL INTEGRATION

- Configure MS Exchange mailbox monitoring to automate generation of tasks and tickets on receipt of inbound emails
- Facility to track email dialogue within Affinity CRM tasks and tickets

