



ConVox

 Deepija Telecom

TICKETING MANAGEMENT SYSTEM



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INTRODUCTION TO TICKETING MANAGEMENT SYSTEM



User Accessibility

Implement a multi-channel support strategy allowing customers to create tickets through Web-Portal, Voice Bot, WhatsApp, Chatbot, Mobile-App and Email increasing resolution engagement by 60% within three months.



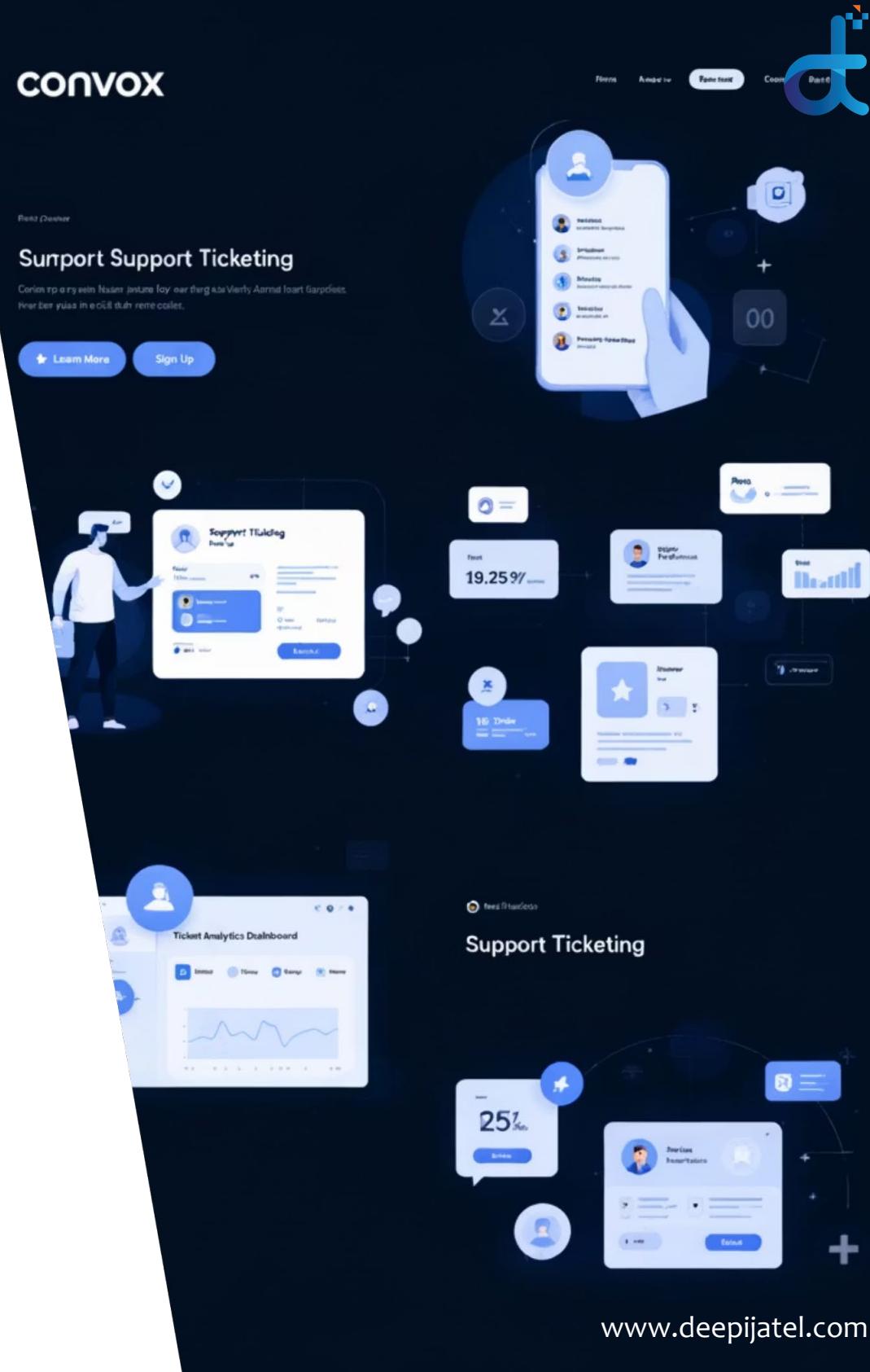
Automated Workflows

Utilize priority and risk-based routing to delegate tickets to appropriate departments, configurable & rule-based workflows.

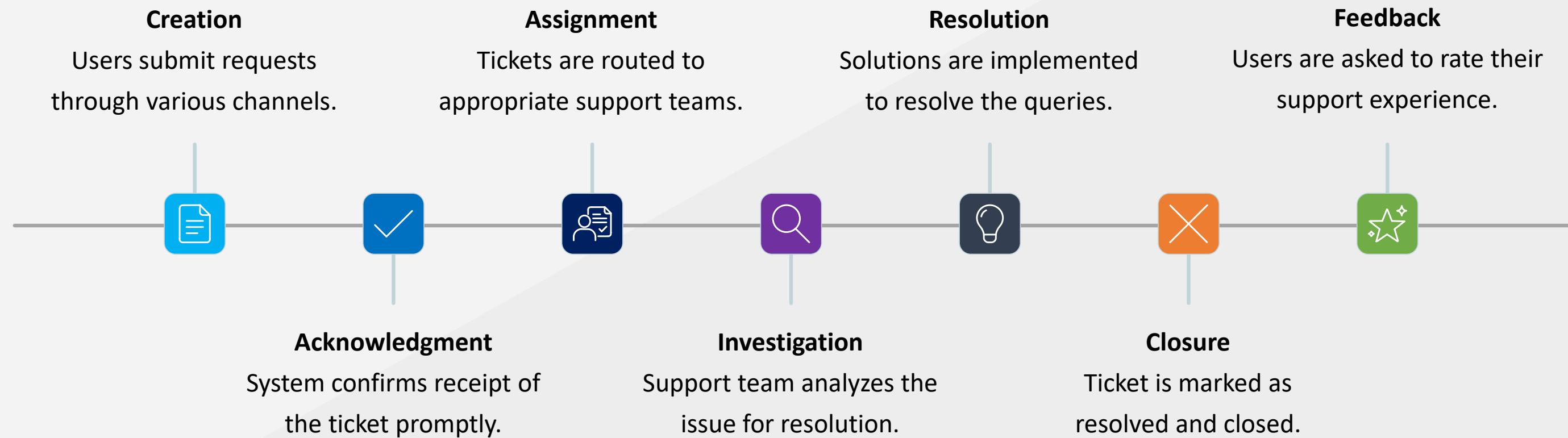


Performance Analytics

Real-time analytics dashboards to visualize ticket status and team performance, enabling a data-driven approach to resource allocation and improving operational efficiency.



TICKET LIFECYCLE: FROM CREATION TO RESOLUTION



TICKET GENERATION

Multiple channels support to create Tickets

Here are the different ways users can generate tickets:



Call

Users can call dedicated support line to log their requests using IVR or with help of Agent.



Email

Users can send an email to a designated support email address.



Website Chatbot

A Pre-Defined chatbot on website assists in generating tickets.



WhatsApp

Users can submit tickets via official WhatsApp number.



Social Media

Direct messages on social media platforms are monitored to create tickets.



Web Portal

Users can log in to web portal and submit tickets online.



TICKET ASSIGNMENT

Tickets are assigned to appropriate personnel based on the following criteria, ensuring efficient ticket management



Priority

High-priority tickets are assigned higher urgency and addressed first.



High Value Customers

Tickets from specific customers are directed to designated agents for Quicker response.

Team

Tickets are routed to specific teams based on their nature (e.g., technical, sales).

Agent

Tickets are assigned Based on workload and expertise of individual agents.

TICKET MANAGEMENT

The ConVox TMS efficiently handles tickets throughout their lifecycle, promoting seamless issue resolution.

The various stages of ticket progress are as follows



Update

Ticket details can be updated to ensure accurate information.



Merge

Tickets from multiple resources against single complaints are merged to avoid duplicate Tickets.



Transfer

Tickets may be transferred to other teams or agents if required.



Notification

Agents can add notes and communicate progress to users.



TICKET ESCALATION

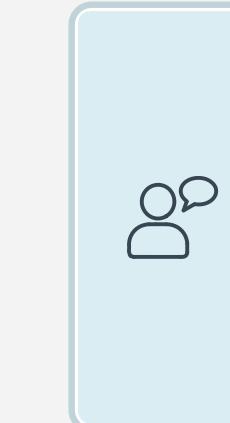
Tickets can be escalated to higher authorities or teams under specific circumstances.

Different SLA's can be configured by Admin based on the Ticket Type & Priority.



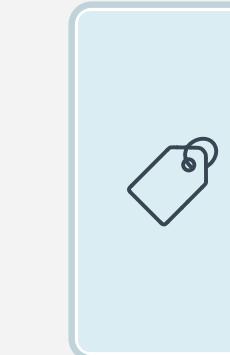


TICKET CLOSURE



Resolution Remarks

Agents can successfully close the tickets after resolving the Ticket. They can provide comments summarizing the solution or relevant information for future reference.

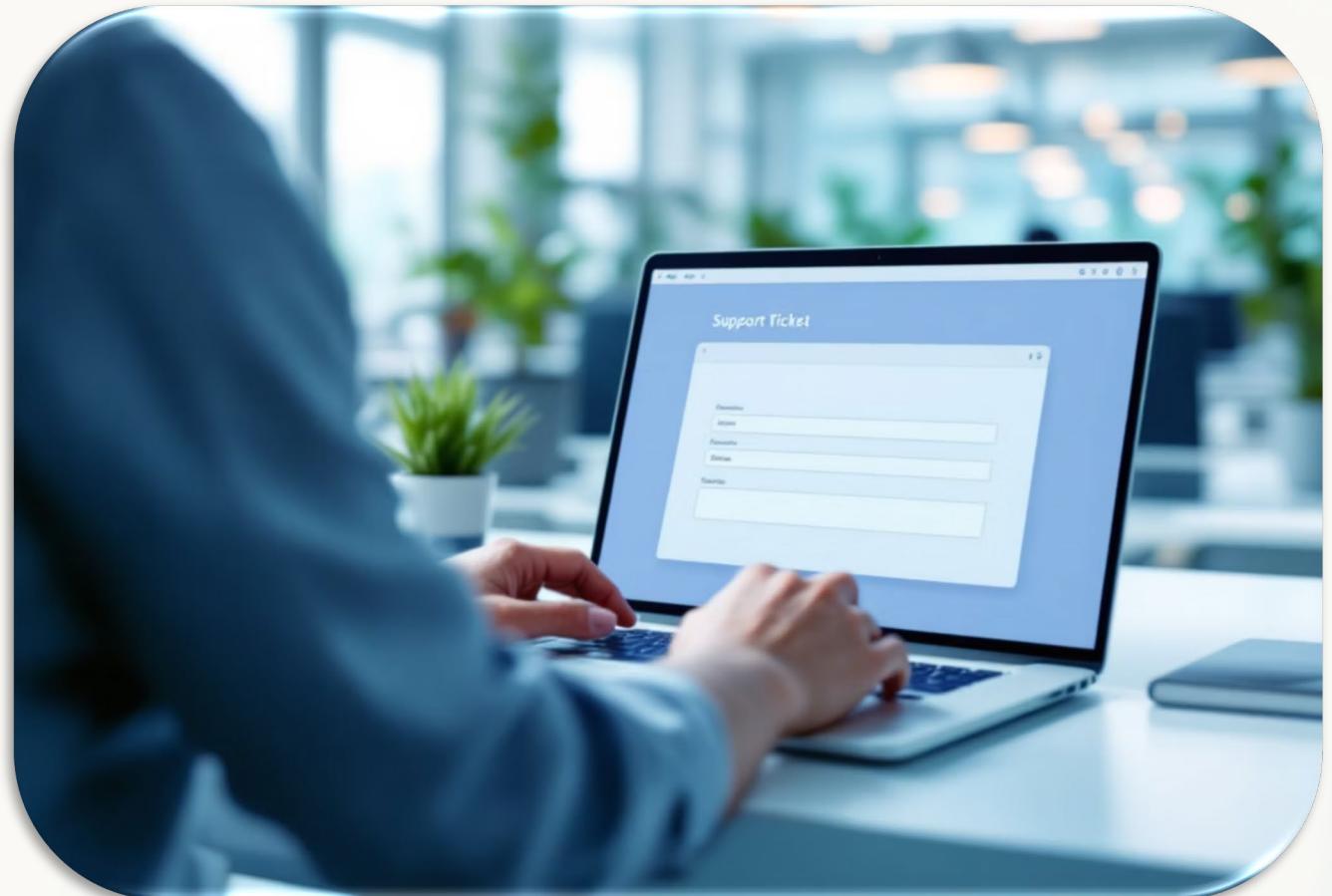


Categorizing / Tagging

The disposition of the ticket, such as "Resolved," "Pending," or "Duplicate," helps track its final status.

TICKET REOPEN FACILITY:

Customers can reopen a resolved or closed ticket if the same issue persists or new concerns arise, creating a new ticket instance linked to the original ticket number to help agents track history and provide continuous support.





ANALYTICS AND REPORTING

 Performance Metrics Dashboard

 Agent Performance Scorecards

 SLA Compliance Report

 Top Ticket Category Report

 Ticket Volume and Trend Analysis

 Customer Demographics and Geography Insights

 Escalation Analysis

 Customer Satisfaction Analysis

STRATEGIES FOR EFFECTIVE TICKET MANAGEMENT



Prioritize

Implement a priority matrix to categorize ticket urgency effectively.



Communicate

Maintain clear communication channels to update users on ticket status regularly.



Analyze

Conduct root cause analysis to pinpoint recurring ticket issues consistently.



Review

Schedule regular reviews of ticket resolution metrics for continuous improvement.



Integrate

Ensure seamless integration of ticketing system with existing software tools.



Feedback

Establish feedback loops with users to gather insights on ticket resolution.

COMMUNICATION CHANNELS FOR STATUS UPDATES

**Email**

Utilize email for direct customer communication on ticket statuses.

**Chat**

Implement live chat for real-time support and ticket updates.

**Portal**

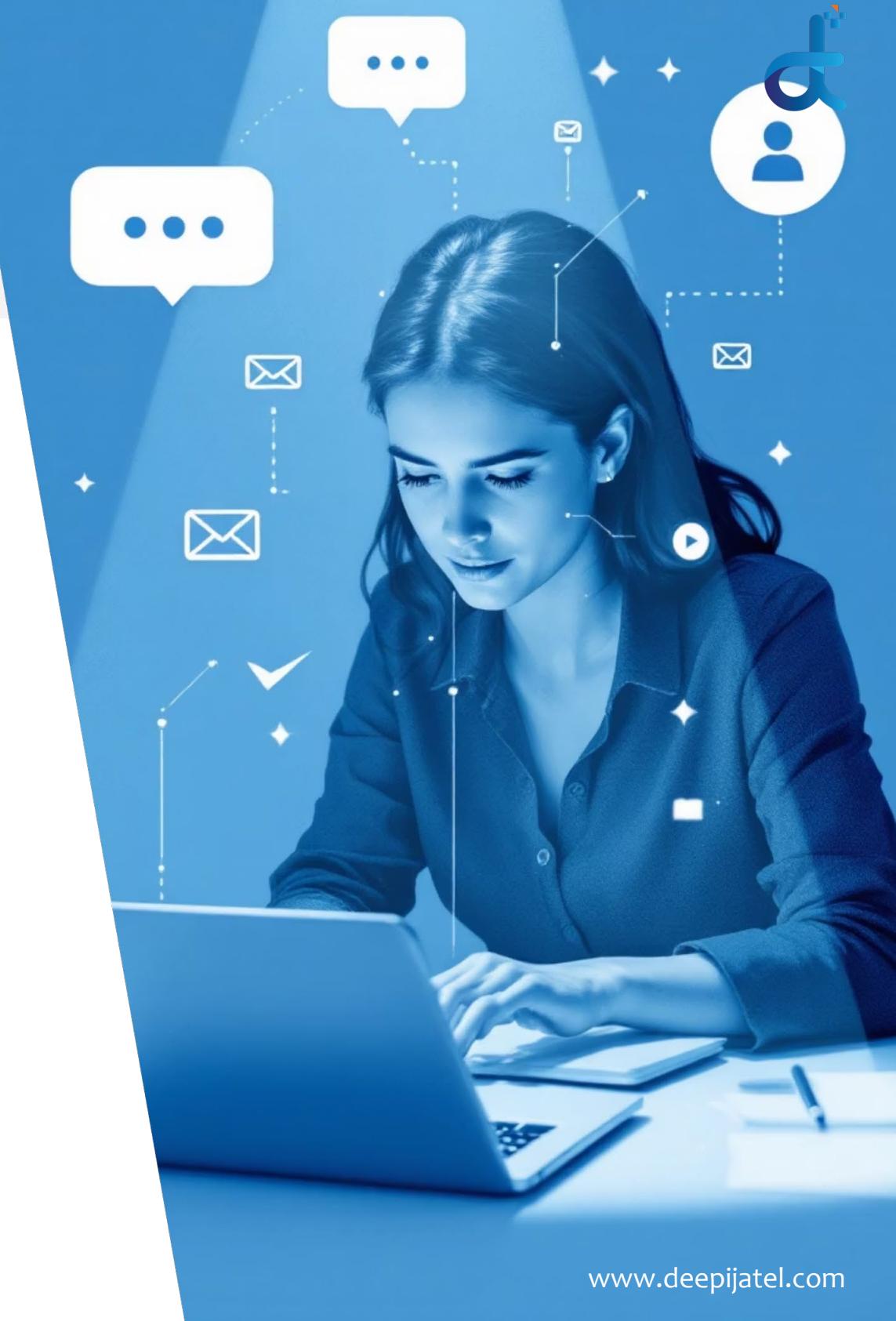
Create a client portal for users to track and manage their tickets.

**Calls**

Establish a hotline for direct discussions on ticket escalations.

**SMS**

Send SMS notifications for urgent updates and ticket resolutions.



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