



INES Features

- Easy to use
- Universal accessibility using any web browser
- Quick implementation
- Secure infrastructure
- Low implementation costs
- Monthly subscription

INES.CustomerService

Customer Service

A satisfied customer is always a more loyal one. INES.CustomerService will allow you to increase your customer satisfaction levels remarkably.

You will be able to centralise your customer requests and distribute work amongst your resources according to your needs. This simplification and support processing optimisation tool will allow you to improve your satisfaction rates and fidelisation in your company.

INES.CustomerService is also an effective service quality and delivery commitment level control tool. Like all INES modules, it is extremely intuitive and of quick implementation. Benefits right away!

Benefits

- Optimise customer relationship management
- Improve the quality and speed of response
- Coordinate your team in the easiest possible way
- Fidelise your customers
- Increase the quality of your services

Features

- It includes all INES.ContactManager features, plus:
- Support and incident management
 - Contract follow-up
 - Automatic notifications
 - Analysis and statistics
 - Clear information display
 - Client portal
 - Keep your contacts
 - Sales strategies: Up-selling / Cross-selling

Areas involved

Customer service

- Improve your response capacity
- Joint order processing

Customer Service Managers

- Control your team activity
- Distribute resources to meet urgencies

Directors

- Access synthesis statements
- Stick to your quality and results commitments

"Without INES, our telework project could never have been possible, and our agency could not have developed as successfully as it did. Today, all my teleworkers are satisfied with this collaborative, flexible and effective work methodology. Actually, some of them told me that they would be unable to work otherwise".

Philippe Renaudineau

Les Quadrants
Communication

