leadsquared

WEBINAR

Customer Support x AI
Explore the Future of Support

Service CRM
by leadsquared

90% of customers expect *instant responses* from Customer Support

71% of them expect those responses to be *personalized*

Personalized as per their:

- Preferred channel

- Past tickets

- Purchase history and more....

Agents need *instant data* availability to engage with customers and improve efficiency

Organizations look for *intelligent* applications to support agents in resolving issues

Some expectations include:

- Intelligent Chat bots

- Brief Summaries of tickets

- Intelligent responses and

  more….

Service CRM
by leadsquared

How can **Service CRM** Help?

Integrated customer lifecycle from Sales to Service...

Omnichannel Support for personalized experience...
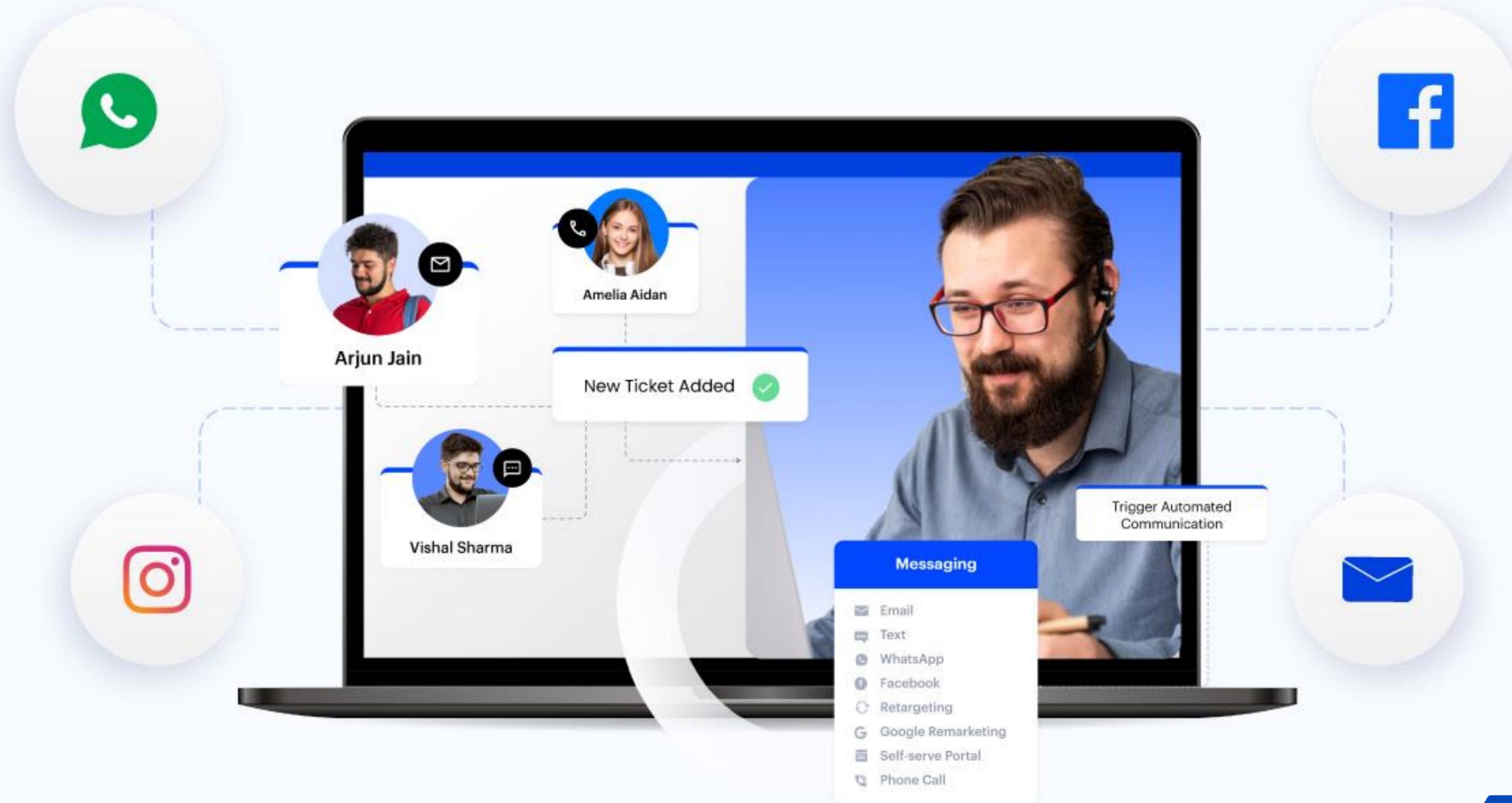
Enhanced efficiency with AI Support...

Ticket List   **Call Recieved** ✕

Ticket Summary:

Purchase   Install Software   🙁 Sad | Updated on 24 Sep, 06:00 PM

There was an issue with ▇▇▇ not pushing call logs to ▇▇▇▇▇ which caused problems for the customer's sales team. After some troubleshooting it was found to be an issue on ▇▇▇ end which they resolved.

Agent Actions

- Acknowledge issue and assign to appropriate team member
- Request customer confirm if issue is resolved
- Follow up with customer on RCA once available

Customer Actions

- Provide samples and details of the issue with calls not syncing
- Confirm if the issue is now resolved
- Request repush of missed call logs during downtime

Was this content helpful to you?   👍 Yes   👎 No

Hide Summary ⌃

Deliver Exceptional Customer Experiences **Every Time**

Integrated Channels

Native support for chat, email, social and phone

Automation

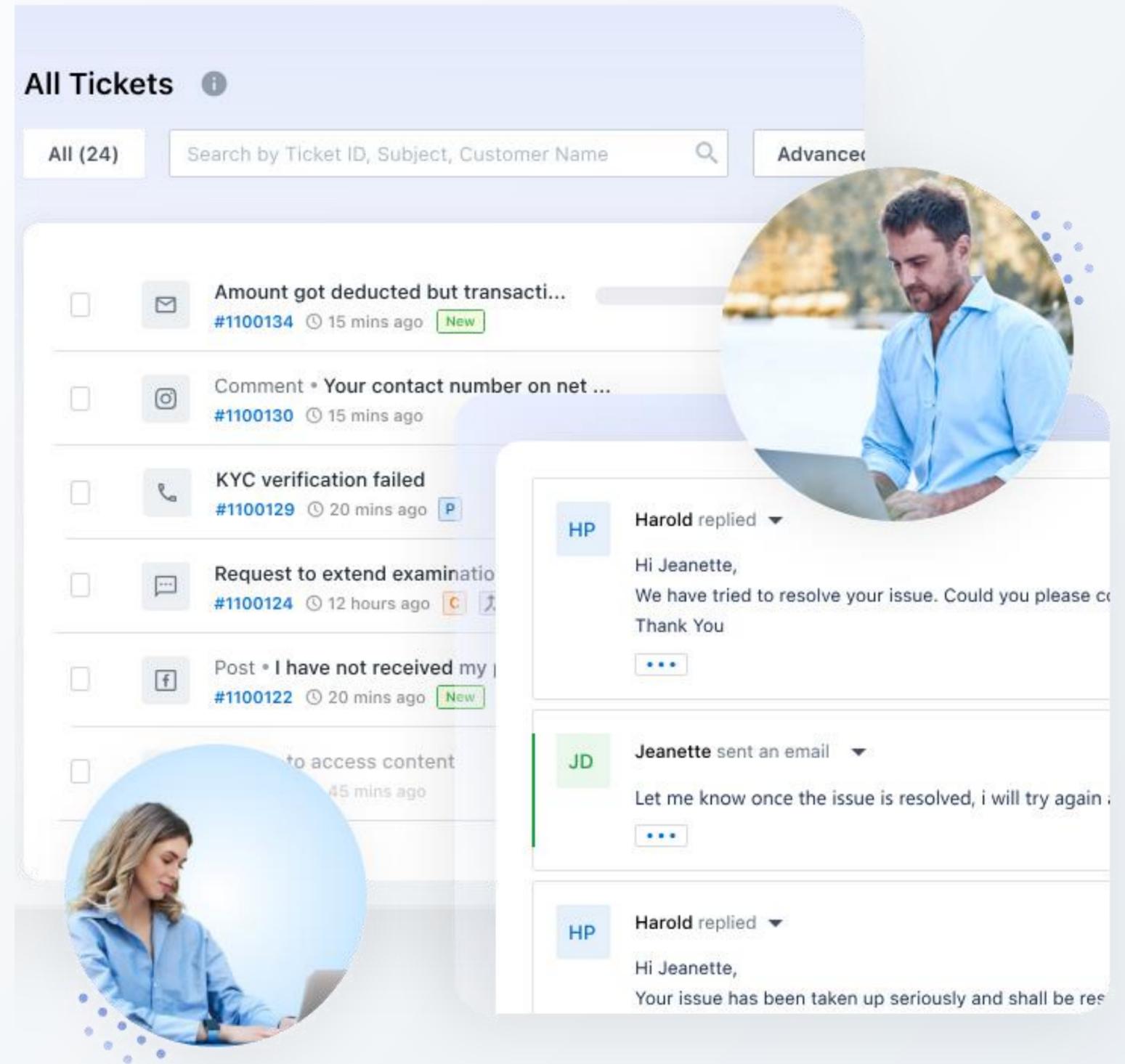Extensive automations to enrich and assign tickets on the fly

SLAs

Ability to create multiple SLAs based on ticket properties

AI Suggestions

AI enabled suggestions to help agents resolve issues in no time

Service CRM
by leadsquared

Experience the **Service CRM** in action

All Tickets ⓘ

All (24) | Search by Ticket ID, Subject, Customer Name 🔍 | Advanced

☐ ✉ Amount got deducted but transacti...
#1100134 🕐 15 mins ago New

☐ ◎ Comment • Your contact number on net ...
#1100130 🕐 15 mins ago

☐ 📞 KYC verification failed
#1100129 🕐 20 mins ago P

☐ 💬 Request to extend examinatio...
#1100124 🕐 12 hours ago C

☐ f Post • I have not received my p...
#1100122 🕐 20 mins ago New

☐ to access content
45 mins ago

HP Harold replied ▾
Hi Jeanette,
We have tried to resolve your issue. Could you please c
Thank You
•••

JD Jeanette sent an email ▾
Let me know once the issue is resolved, i will try again
•••

HP Harold replied ▾
Hi Jeanette,
Your issue has been taken up seriously and shall be res

◈ Service CRM
by leadsquared

LeadSquared's Service CRM

Clever, not complex.

Automation

Extensive automations to streamline internal processes for efficiency

Customer 360

360° Customer view with conversations, opportunities and more

SLAs

Customizable SLAs as per business hours and ticket properties

Native Chat Support

Native Support for Chat on web & whatsapp

Dashboard & Analytics

Detailed dashboards & reports for collaboration

Notifications

Customizable Notifications for agents and customers

CSAT

Feedback mechanism to understand customer satisfaction

Service CRM
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Lightning **fast set-up**

Industry grade service

Ready Templates	Configure Ticket Fields	Setup Automation	Invite Users	All Set!

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