



Customer Support x AI

Explore the Future of Support

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....

How can **Service CRM** Help?

Integrated customer lifecycle from Sales to Service...

Ticket List Call Recieved



Mary T. Laplante
Since 10 Jan, 23
Business Owner

Customer Interactions

Tickets	5	Emails	25	Calls	20
---------	---	--------	----	-------	----

Existing Loans (3)

Total Loan Value	Credit Age
15 Lakh	10 years

- Auto Loan for new car
Rs 5,00,000
10 Mar, 22
- Personal Loan
Rs 3,00,000
2 Apr, 20
Payment Due

[View all](#)

Customer Details

Email: marytlaplante@dayrep.com

Mob.: +1 904-378-7031

Lifetime Loan Value: **10,00,000**

Business Name: **Sherman's**

Business Nature: **Transportation**

Annual Turnover: **2.5 Cr**

Date of Birth: **21/02/1997**

Address: **358 Cherry Tree Drive, Jacksonville**

Today

- Loan approved
24 May, 5:15 pm
- Ticket created: "Status on my 2 wheeler loan..."
10 Jun, 3:02 pm

This month

- SOA Document sent to Customer
27 May, 8:00 pm
- SOA Document sent to Customer
27 May, 8:00 pm
- Ticket created: "Statement of Accounts (SOA)..."
10 Jun, 3:02 pm

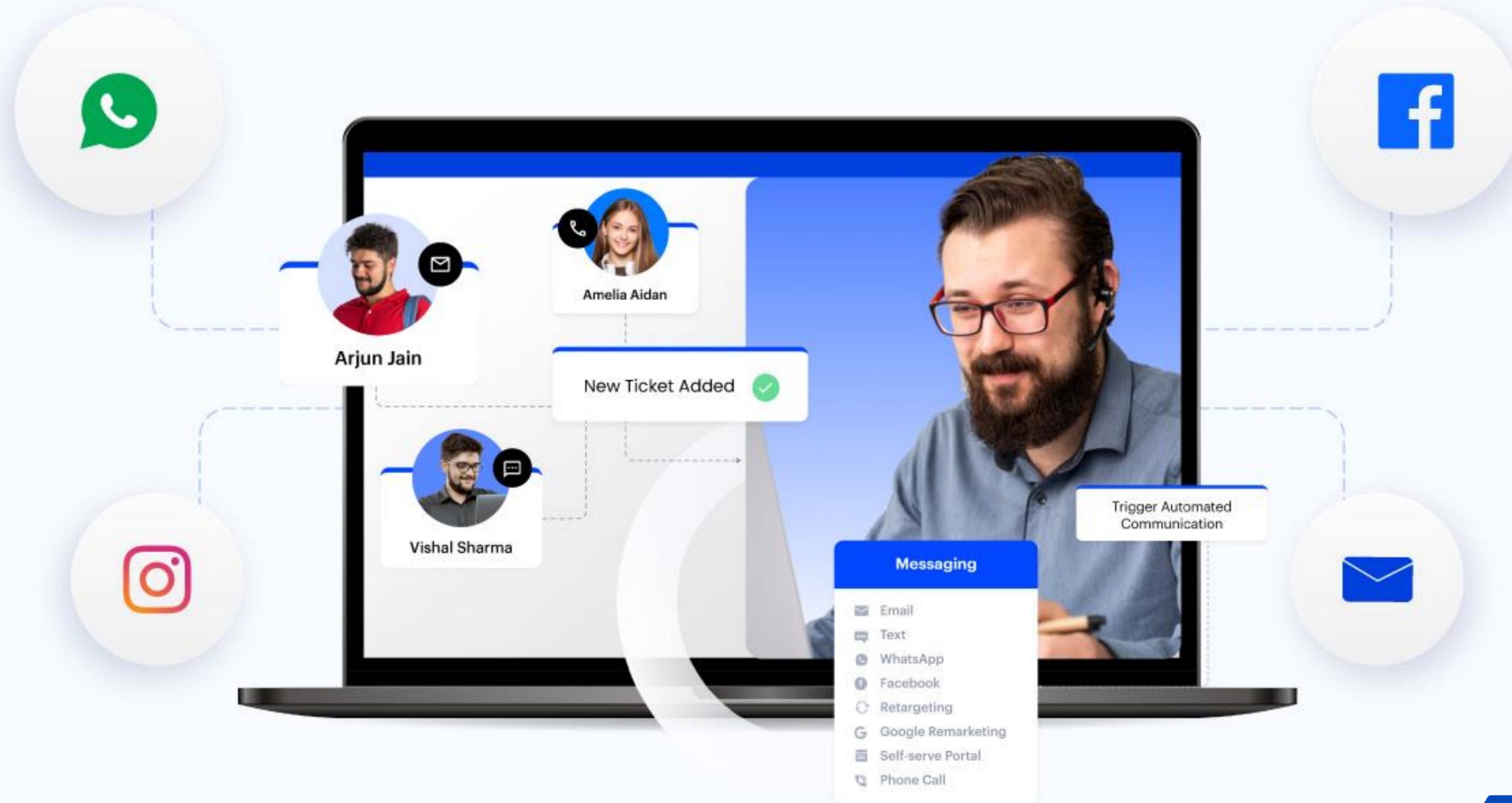
[View all Activities](#)

Offers

- Auto Loan for car
Amount: Rs 5,00,000 | Rate: 7%
- Home loan with no documents
Amount: Rs 25,00,000 | Rate: 9%

[View all](#)

Omnichannel Support for **personalized experience..**



Enhanced efficiency with AI Support...

The screenshot displays a CRM interface with a 'Ticket List' header and a 'Call Recieved' tab. A modal window is open, showing a 'Ticket Summary' with tags for 'Purchase' and 'Install Software', a 'Sad' sentiment icon, and an update timestamp of '24 Sep, 06:00 PM'. The summary text describes a call log syncing issue. Below the summary are two columns of actions: 'Agent Actions' and 'Customer Actions'. At the bottom of the modal, there is a feedback section asking 'Was this content helpful to you?' with 'Yes' and 'No' options, and a 'Hide Summary' button.

Ticket Summary:

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

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

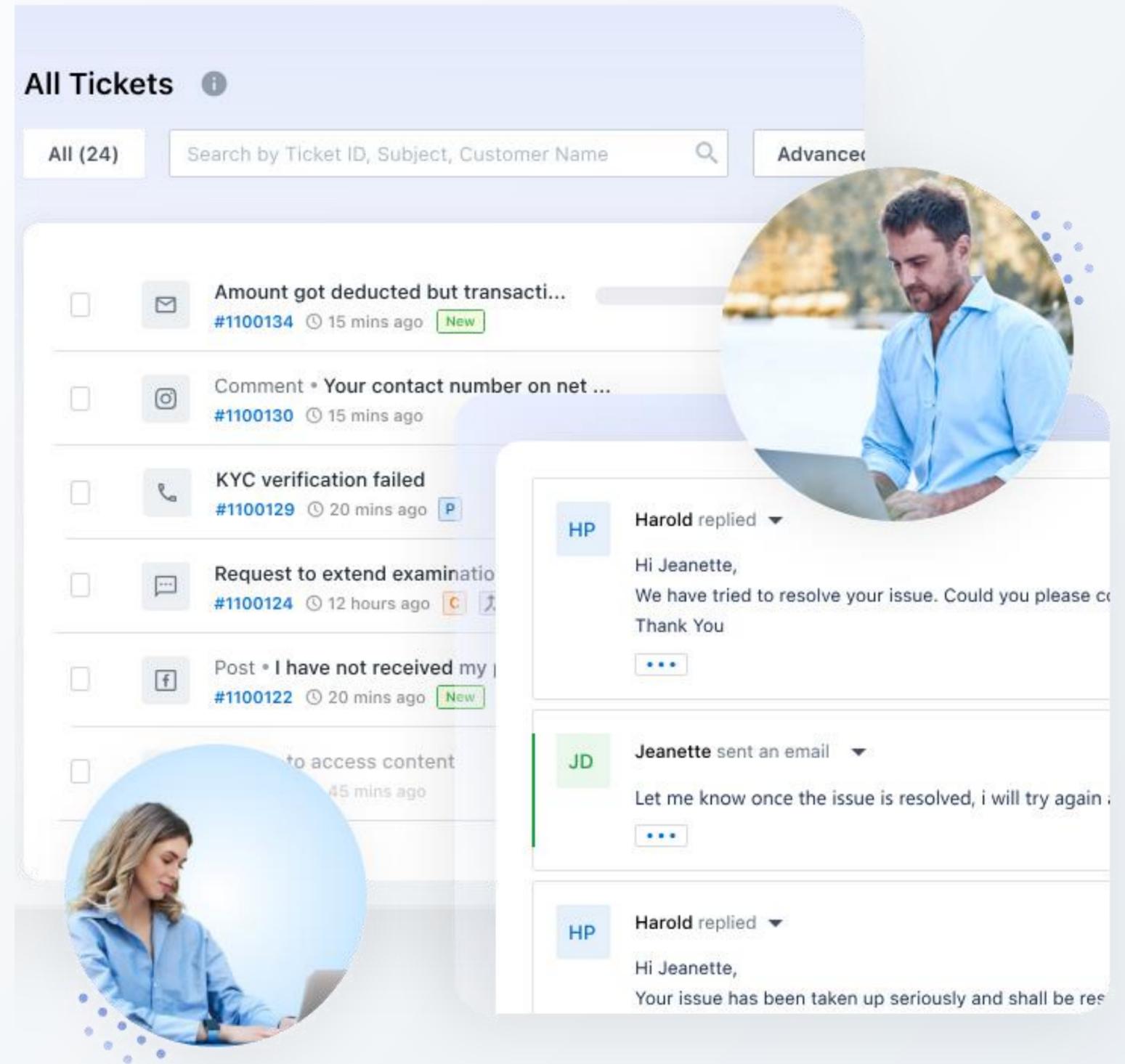
Ability to create multiple SLAs based on ticket properties



AI Suggestions

AI enabled suggestions to help agents resolve issues in no time

Experience the **Service CRM** in action



The screenshot displays the Service CRM interface. At the top, it shows "All Tickets" with a search bar and a filter for "All (24)". Below this is a list of tickets, each with a checkbox, an icon representing the ticket type, a subject, a ticket ID, and a timestamp. The tickets listed are:

- 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)
- Post • I have not received my (#1100122, 20 mins ago, New)
- to access content (45 mins ago)

On the right side, a detailed view of a ticket conversation is shown. It features a circular profile picture of a man in a light blue shirt. The conversation includes:

- HP: Harold replied - Hi Jeanette, We have tried to resolve your issue. Could you please co 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



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

Lightning fast set-up

Industry grade service



Ready
Templates



Configure
Ticket
Fields



Setup
Automation



Invite
Users



All Set!



Thank You

GET IN TOUCH

hi@leadsquared.com

