

Automatic case handling in IFS Applications™



Email to case

INCREASE CUSTOMER SATISFACTION! FULLY AUTOMATE YOUR CASE CREATION PROCESS!

With Addovation's solution 'Email to case', users of IFS Applications can fully automate email handling and case flow in IFS Call Center™.

Our server solution, Automation and Integration Server, keeps an eye on your support email account.

It automatically detects the customer and creates a case in IFS Call Center when a new email is received from a customer.

Any documents attached to the email will be checked in to the same case and visible in the attachment panel.

Once the case is picked up by your support team, all correspondence can be handled directly from IFS Applications.

The solution can also send out automatic replies that can be tailored and personalised.

AUTOMATICALLY IDENTIFIES THE CUSTOMER BY THE EMAIL ADRESSE!

SENDS AUTOREPLY WITH CASE NUMBER AND ANSWERING TIME!

SERVES AS A VIRTUAL 24/7 CUSTOMER SERVICE!



Click to view the demo, or scan the QR code with your mobile device!

Watch a demo here!

Contact us on sales@addovation.com or visit www.addovation.com for more information.

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