



Customer Care System

Project-base add-on solution

The Customer Care System (CCS) has been designed and developed as a complementary addition to Project-base family of solutions. The System allows the cycle of information flowing between Sales, Marketing, and Customer Support and Product Development departments to be completed, with benefits being felt in all areas.

The Customer Care System enables Support staff to input customer data and queries into the system, creating an archive of product faults, customer complaints and product suggestions. All logged enquires are held in priority order, ensuring that the most pressing problems are dealt with swiftly, whilst ensuring all are dealt with.

The Knowledge-base system acts a search engine for your Customer Care System, hunting through your Support Desk data, locating similar queries and providing the answer. Thus enabling your Support staff to offer fast, accurate and consistent advice at a moments notice.

The Customer Care System Standard Reports enable analysis to be carried out, both by Support and Product Development departments alike. Users can quickly and easily run reports on:

- Enquiry frequency by day
- Enquiry frequency by time
- Method of enquiry
- Ongoing enquiry by staff member
- Product Enquiries

Technical Specification

The Technical requirements for the CCS module are the same as the Project-base system.

Ease of Installation

The Customer Care System does not require a setup installation.

If you are installing Project-base for the first time and have purchased the Customer Care System, the Project-base installation CD will install both systems for you.

If you are an existing Project-base user, it couldn't be any simpler. Just call the KMS Support Hotline on 020 7939 0741 and request a Customer Care License upgrade file.

CCS User Manual

We at KMS believe that the Customer Care System is an application in it's own right. For this reason, a Customer Care System User Manual is available and will be provided with every purchase.

The manual is easy to read and simple to follow, containing;

- Instructions on how to setup and tailor your Customer Care System to meet your organisations Customer Care requirements.
- Customer Care System usage advice
- Screenshots
- Examples of the system being used in various Customer Service environments

Full Customisation

Like its parent application Project-base, the Customer Care System can be customised to meet your company's customer care requirements.

System options like Field Tailoring and the setting up of your Data Entry options, allow you to modify field labels, folders and tabs - ensuring you have an adaptable system without touching a single line of code.

KMS Support

Support for the Customer Care System, as with all KMS products and services, is available in many forms; be it telephone, email or online.

Existing Users with a valid KMS Support Contract will not incur any additional costs, as support for the Customer Care System is included in this cover.

