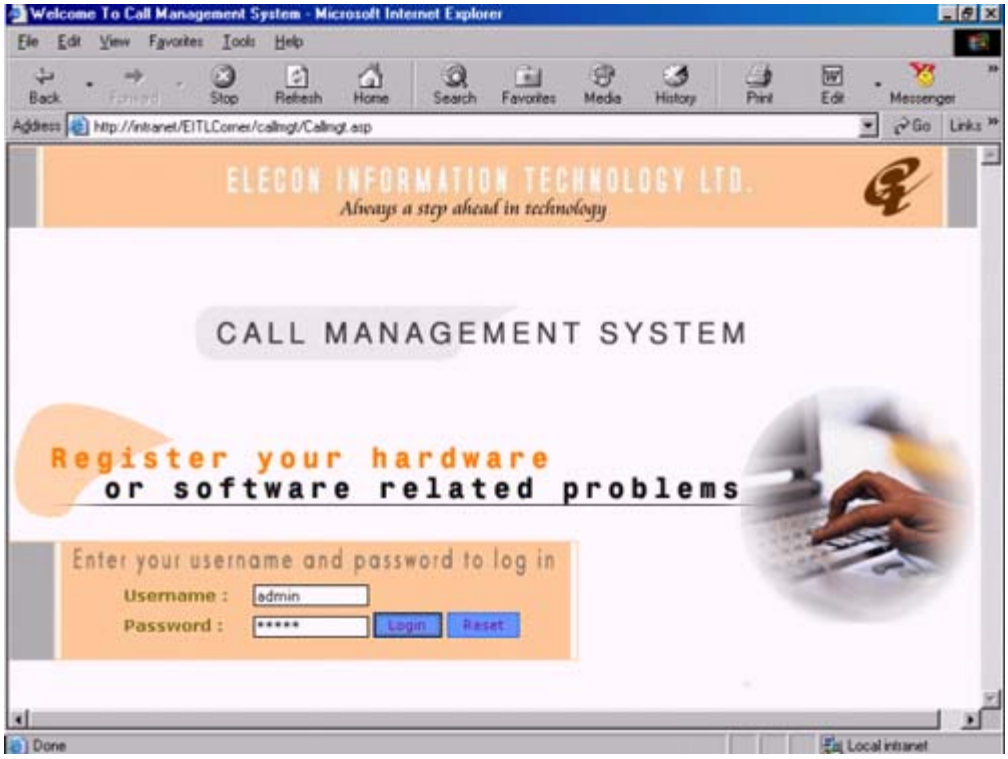
PRODUCTS

Call Management System

Introduction:

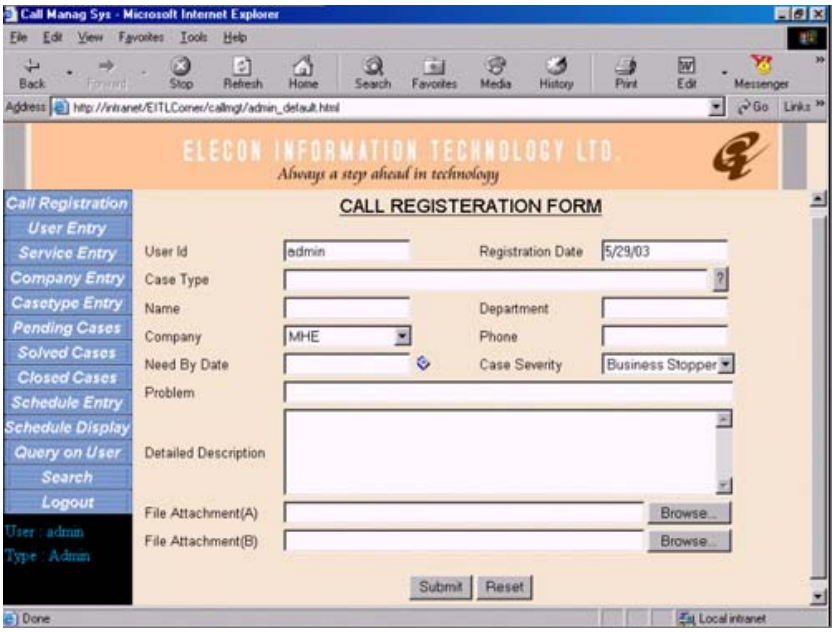
- Call Management System is web based call management software, designed to use for businesses to reduce telephone costs, increase productivity, schedule task for service staff and much more.

- Call management system is a workflow application. User registers their problems under Call Registration section. Key users are defined for group of users by admin. They look for the problems sent by users and decide whether to respond or pass them to admin. Admin assigns cases to service members. Admin can switch the cases from one to another service engineer. Service engineer submits the solution to each cases.

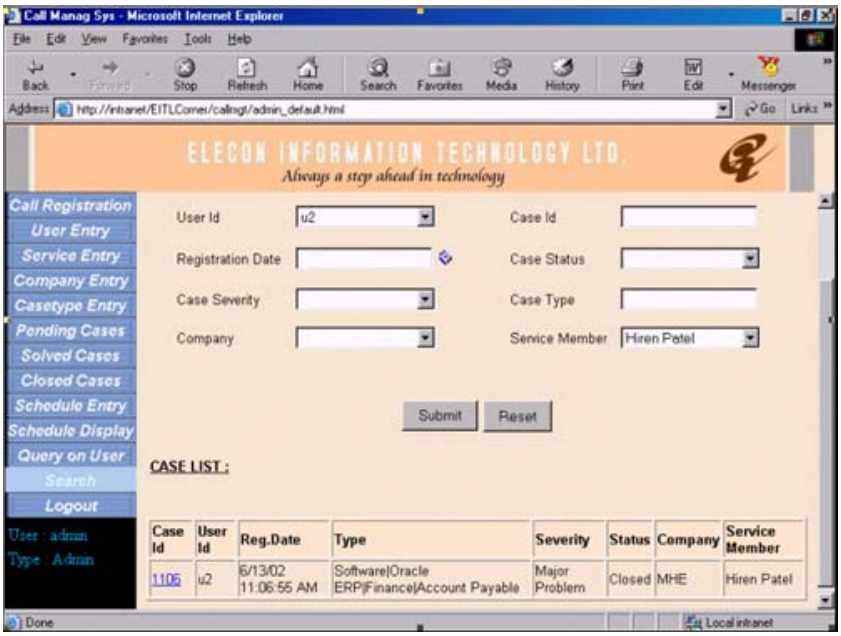


Features:

(1) Four level hierarchy: User, Key User, Service Member and Admin.



(2) History management of calls.
(3) Service member rating.
(4) Knowledgebase.



System Requirements:- Operating system: Windows 98/NT/2000.
- Hardware configurations: PIII processor with minimum 800 MHz, 64MB RAM, 50 MB free space on hard disk.
- Software: IIS 4.0 or Personal Web Server, Oracle 8 or MS SQL server or MS Access database.

Client List:

1. Elecon Information Technology Ltd, Anand.