Introduces

24online CRM Solution for ISPs

With the continued growth and ever demanding subscriber base, it is imperative for ISPs to have a proven and scalable CRM in place.

Elitecore Technologies, the global provider of 24online Service Management System (SMS) introduced Customer Relationship Management (CRM) for its large ISP clientele of 24 online with features like trouble ticketing, customer acquisition, workflow management, calendar & alerts and admin dashboard.

24online CRM is specifically designed and developed for ISPs, considering their business operations and processes.The solution will fulfill the critical need of the ISP's to optimize their customer engagement processes by streamlining their internal as well as external business processes. It will also enable ISPs to have an enhanced customer experience based on analytics.

24online success lies in its commitment to bring in innovations, and it will keep upgrading the CRM with more features. The overall objective of 24online is to facilitate ISPs to organize, automate, and synchronize sales, marketing, customer service and support.

Trouble Ticketing

- Track, detect, report and resolve issues
- Based on customer my-account
- Generate tickets via email, call and online form
- Allocate, escalate and close tickets from TT
- Unique ticket ID generated to track tickets
- Categorized issue registered reports
- Periodical reports

Calendar and Alerts

- Add/update/edit event schedule
- Schedule appointments or tasks with calendar
- Set expected closure dates
- Appointment alerts on scheduling

FAQ Creation

- Build rich knowledge base for customers
- Create and publish FAQs to reduce support calls
- Accessible to internal team and customers
- Mange access control for groups
- Specific search options for documents

Reporting

- Fetch types of data for business analysis
- Filters to search required data
- Easy configuration options to select required fields for reporting
- Export or import reports in CSV or XLS formats

Business Workflow

- Design, implement and evaluate business workflow
- Generate, route and queue tickets for internal team
- Manage internet processes across geographies
- Specify deadlines, escalate, task execute, trouble tickets
- Define hierarchies and concerned member group
- Effective and efficient workflow management
- Extensive reporting

Template Management

- Mange categories of proposals, quotes and more
- Branding with logo, banners and company terms & conditions
- Attach templates directly in workflow management
- Maintain logs of changes made in the template

Dashboard

- Interactive dashboard with frequently used menus
- Real-time control panel
- Add/remove widgets as needed
- View graphs and reports from control panel

About 24online

Elitecore's 24online pioneered the internet billing and bandwidth management market globally. In 14+ years it has staked majority market share in Hospitality/ISP/Hotspot domain worldwide. 24online's extensive client base is over 3500 installations across the globe and a presence in more than 60 countries such as Africa, Australia, Malaysia, India, Saudi Arabia, UAE, Greece, Nigeria, Tanzania, Uganda, Kenya, Angola, Iraq, Afghanistan Bangladesh and many more, catering to more than 3.5 million subscribers.

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