

GET TECH DESK

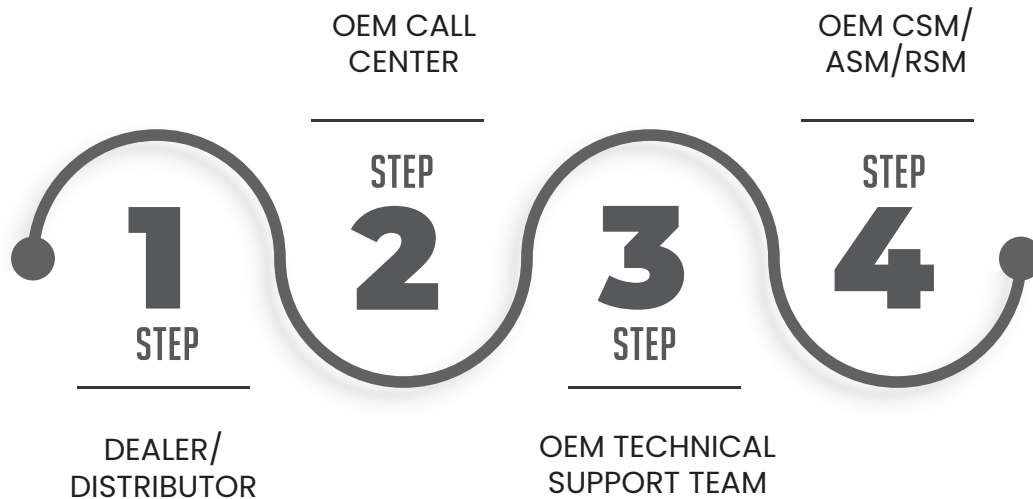
Designed to assure higher vehicle uptime

Uptime is paramount in all segments of the automobile industry today due to stiff competition. Be it service and support initiated through Connected Vehicle Software or raised manually by authorized service stations, quick and right technical support is needed to improve service quality sustainably with structured customer experience management.

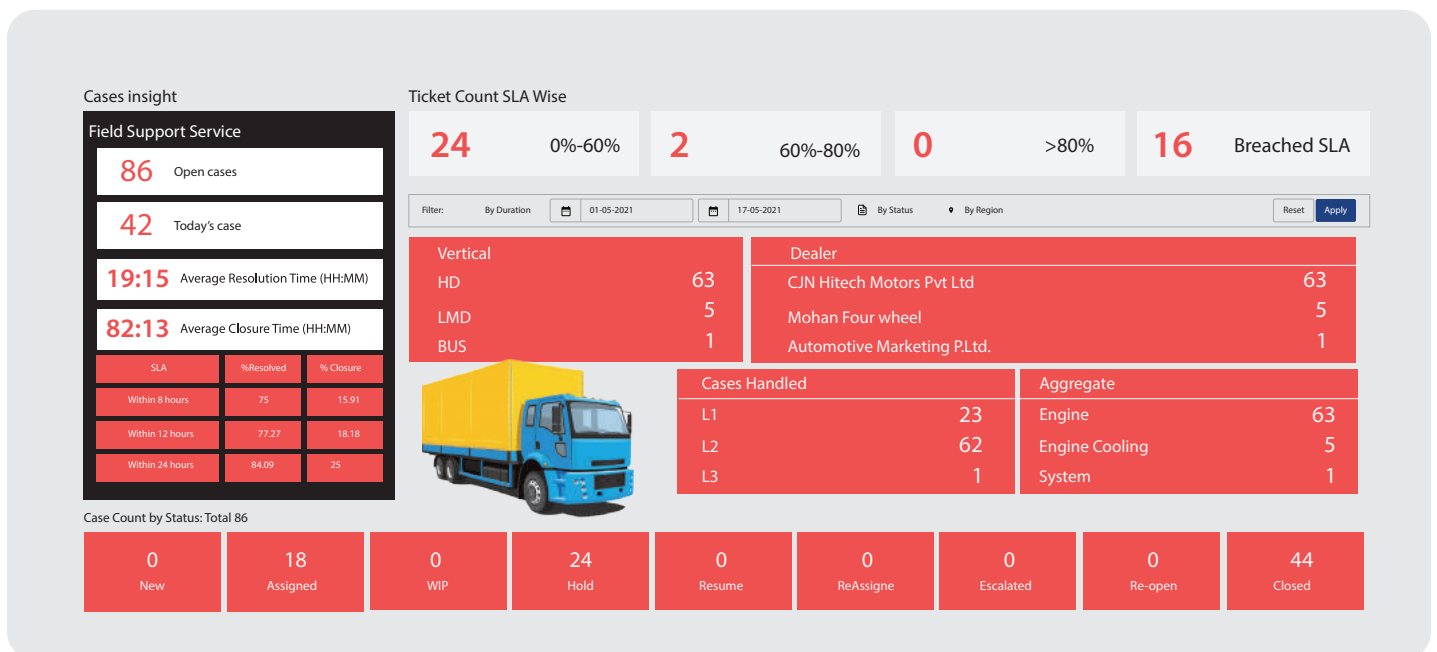
A proactive escalation mechanism system that provides technical assistance to an OEM's dealer and distributor network is the lifeline of service management. Gettechdesk is an advanced and integrated ticketing and support system that lets you smartly manage and respond to all service and support complaints.

Specially designed for the automobile industry, Gettechdesk is a reliable and performance-oriented ticketing and support solution capable of handling large volume and vast service networks.

UNIFIED PLATFORM FOR SUPERIOR UPTIME



TRACK AND MEASURE SUPPORT ACROSS THE SERVICE NETWORK



Monitor technical support team's progress seamlessly through a dashboard with KPI display and comprehensive reports. Monitor service standards and measure customer satisfaction.

Gettechdesk is a proven solution trusted by leading global OEMs



MANAGE MULTI-CHANNEL COMMUNICATION

A common platform for managing customer conversation initiated through any communication channel like email, phone, live chat, and social media.

SMART TICKETING SYSTEM

Assign tickets, set prioritization rules, create pre-set responses for FAQs, define service standards and escalation workflows. Gettechdesk makes it all easy.



MAKE SELF-SERVICE EASIER FOR CUSTOMERS

Publish technical solution articles and resources for customers to find relevant product information. The knowledge repository helps to reduce the need to reach out to your support team every time.



EXTEND TECHNICAL HELPDESK'S CAPABILITIES

Integrate with solutions like CRM, email marketing tools and/or team collaboration software to provide contextual information about customers right inside the helpdesk to technical support team.



AVOID COLLISION

Collision detection feature prevents multiple tech support executives from working on the same ticket. They are notified if someone else is viewing or typing a reply on the same ticket.

RESPOND FASTER ON COMMON TECHNICAL QUESTIONS

Support team can use canned responses organized in folders for common access. This makes it faster to respond without spending time typing manual replies.



ADVANCED CAPABILITIES

Integration with different platforms



SAP



Telematics



DBM Direct
integration



On-road
support system



Business
intelligence

Realtime Notifications



Email



SMS



Push notification

ADD-ON MODULE



Job Card Management
application for Service Network

About Us

Incorporated in 2005, Softude is a global IT consulting and services company with expertise in architecting digital transformation solutions and providing software product engineering services. We are dedicated to creating innovative and interactive digital experiences that connect people to the brand. These software solutions that are used across 32+ countries are engaging audiences in-venue, on the web, and personal mobile devices. Our highly competent and trusted team delivers digital brilliance that accelerates our client's digital-first journey.

Softude is a CMMI Level 5 appraised, ISO 27001:2013, ISO 9000:2015, and a Great Place to Work For certified company.

Contact Us



www.softude.com



info@softude.com



+91-9303800613



+1 970 316 3846

+1 725 285 5601

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USA | India