StarterCRM Customer Issue Tracking

Track, Prioritize & Respond to Your Customer's Issue and Requests

About the Issue Tracking Solution

StarterCRM Issue Tracking is a powerful customer service and support application. Designed specifically for small businesses, it can be used as a standalone customer service tool, or can seamlessly integrate with the Contact Management application to help you to track, prioritize and respond to your customer issues and requests.

Issue Tracking—Key Features

Multiple Filtering Options

- Track issues by customer, by product, by date or by responsible account manager or employee

Prioritize Open Issues and "Flag" Emergency Issues

- Focus your support and internal resources where they're needed most.
- Issues flagged as "Emergency" are displayed on your dashboard in a separate grid for priority handling.

Assign Issues to Customer Support Personnel

- Determine which of your support staff has responsibility for addressing specific issues.
- Assign issue handling based on workload and availability to ensure prompt response.

Create Automated Issue Alerts

- Know when you have a new issue and set up a notification list to alert key personnel.

Find out for yourself how StarterCRM will change the way you manage your business. Visit www.startercrm.com and sign up for a 30 day FREE trial of the entire suite of applications.

StarterCRM

A Complete Suite of Business Management Tools

Contact Management

- Import contact data from other applications such as Outlook and Excel
- Create, track and manage marketing campaigns, appointments and events
- Manage your sales pipeline by assigning status and probability codes to customer proposals

Marketing Communications

- Includes hundreds of document templates covering a range of sales & marketing topics.
- Create one-time and ongoing sales and marketing campaigns
- Create campaigns that are "triggered" by specific events within your business
- Includes both print and email output options.

Customer Service

- Track customer service issues by product, customer, employee or date.
- Prioritize open issues and "flag" emergency issues
- Assign issues to your employees or customer support personnel
- Receive notification of new issues through automated alerts.
- Add notes to each issue to improve understanding and collaboration between support staff

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