

Tracker Event Engine

PhaseWare Business Rules Module

Monitor data and activities and automate actions
based on your specific criteria

Ways to Use Event Engine

- Automate e-mail responses acknowledging customer incident submissions
- Suggest articles for resolution prior to Self Service Center incident submission based on incident description
- Send alerts to one or more parties upon status change of an incident such as escalation (notification via e-mail, pop-up, or text message)
- Track defective parts and return loaned parts
- Notify managers of incident aging past pre-set time or of critical incidents
- Monitor specific e-mail subject lines to automatically create an incident that has automated multiple step processes
- Monitor for specific journal entries and automatically update or send a notification about an incident
- Monitor your forum activity and send notifications of posts and replies. Allow your customers to subscribe to forum discussions of interest
- Respond automatically to 'forgot password' requests from your web portal customers
- Notify sales or account managers automatically when customer support contracts are up for renewal
- Handle new customers with efficiency by kicking off an multi-step process with automatic e-mails and notifications

Automate escalation and notifications

Stay on top of the hot issues by automatically identifying critical problems and assigning them to a higher support level. An alert then lets you know a new issue is on the way.

Generate tickets from e-mail and web submissions

No need to assign an agent to monitor e-mail or your web portal for issues as these are automatically turned into tickets with the event engine assigning them to technicians, including severity. In addition, the response e-mail contains suggested solutions from your knowledge base, FAQs, and other documentation.

Update customers through regular communication

Keep your customers up-to-date on the progress of their open tickets and let them know when the ticket is closed by setting Event Engine to send e-mails at important junctures. The customer does not have to wonder when their problem will be solved. They will automatically receive an e-mail as soon as the issue is resolved.

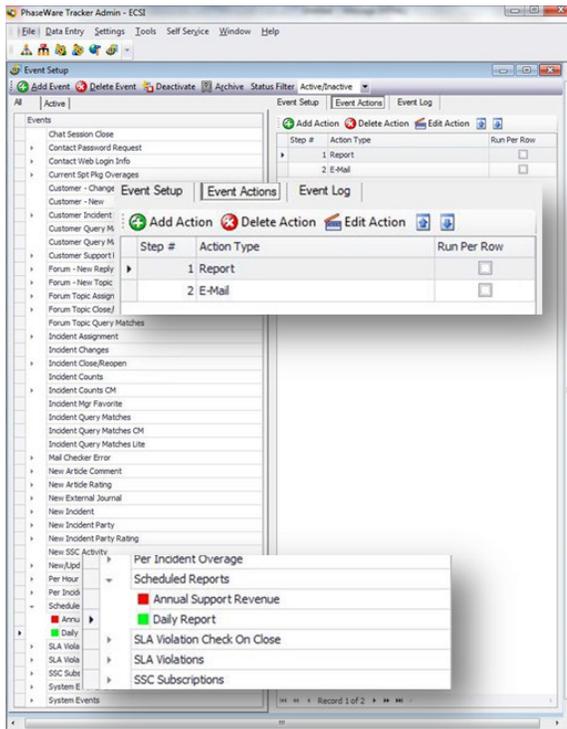
Receive alerts for increased activity

Find out fast and react promptly if ticket queues start to back up, if you are about to miss a service level agreement deadline, or if there is unusual customer or problem activity of any kind. Don't let missed SLAs make a dent in the bottom line and in your customer satisfaction ratings.

Create and distribute reports

Reports on customer, agent, or incident ticket activity can be sent according to a predetermined schedule or threshold. No need to wait for reports to be issued manually on request.

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Active events appear green in the Events List

Two actions are presented for each event

1. Pull the report
2. Send the report via e-mail



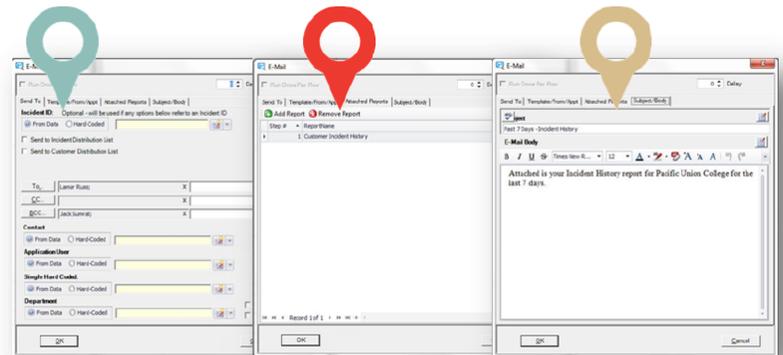
First select the conditions for sending the report



Choose the specific report to send when conditions are met



Select your preferred distribution format (Excel, RTF, PDF, etc.)



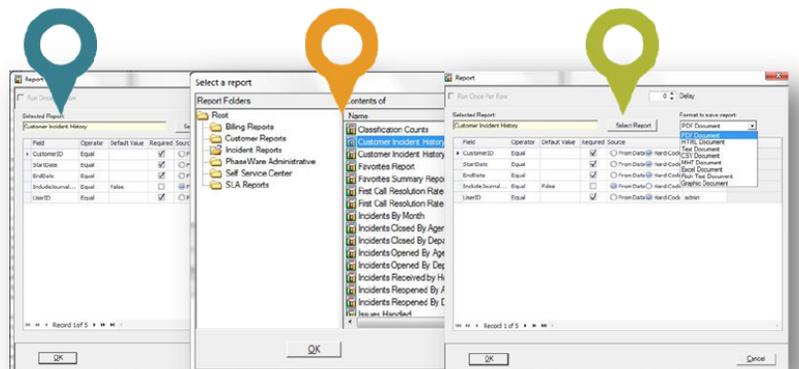
Choose contacts to include in the report distribution list



Confirm the selected report



Set up the body of the e-mail to be sent when the event is triggered



Tracker Event Engine

See why customers love PhaseWare's complete, tailored solution for customer support, issue tracking, CRM, and knowledge base management. The journey to support excellence starts with a single click. Our free trial (no credit card required) will allow you to use all of our flagship products for a 30 day period. Registration is a fast and easy 3-step process that allows you to be using our cloud-based software in minutes. Click the button below to start your free trial.

TRY IT FREE
NO CREDIT CARD REQUIRED

PhaseWare Solution Elements

Customer Service and Support

PhaseWare provides the most efficient, affordable, and scalable customer service/support management software in the industry. With PhaseWare customer support software, you can automate and track all phases of the service desk life-cycle from incident submission to resolution while reducing the cost of operations.

Complaint Management

PhaseWare's features focus on the specific needs of the complaint from the simple request for information to complex issues requiring two-way communication. Every step and interaction is tracked, timed, and classified until the issue is resolved with multiple opportunities of providing status and feedback to the customer.

Help Desk

The key driver of PhaseWare's help desk management solution is automation of incident management. Our solution tracks the entire incident life-cycle including resolution and closure of trouble tickets. Additional self-service options with knowledge management increase the QoS for end-users while decreasing the load on the help desk.

Knowledge Management

PhaseWare's knowledge management solutions empower customers with a comprehensive repository of customer information and issue solutions. With a rich set of self-service features including natural language search and result ranking capability, PhaseWare's knowledge management software promises true service differentiation.



PhaseWare