

MAKE CONSISTENT
SERVICE & QUALITY,
HALLMARK OF
YOUR ORGANISATION



ACS is a 30+ years old Application Solutions Company with proven expertise in Customer Facing applications for the Automobile industry, Office Automation & Service Industry. More than 11000 users are using INFOMAN products all over India.

INFOMAN SERV is a workflow based Process Management Solution designed to connect various stakeholders on a single platform. It is equally effective both in streamlining collaboration between internal departments and delivering quality customer service. Some of the key functional areas of INFOMAN SERV are:

INFOMAN SERV Post Sales Feedback (PSF)



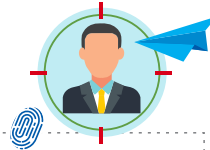
- Capture customer feedback on completion of – Booking, Sales, Delivery, Service
- Multi-Channel feedback collection from customers – using Direct call, SMS, email.
- Customer Satisfaction Index - Maintain customer Rating to analyse customer satisfaction for corrective actions.
- Integrated Complaint management for quick resolution of issues received during customer feedback.

INFOMAN SERV Asset Tracking Management (ATM)

- Inventory, Assignment and tracking return of all assets.
- Physical verification of Assets using GPS location tagging & QR Code.
- Co-ordination for repairs & preventive maintenance of assets.
- Centralised recording of all repair expenses incurred due to breakdown.



INFOMAN SERV Business Relationship Management (BRM)



- Create, update and access Customer contact information along with Products purchased.
- Swift and efficient product Installation at client site using checklist and tickets.
- Record, Retrieve & Resolution of Customer Complaints using tickets.
- Supplement customer service efforts with a powerful post sales management system.
- Timely alerts for renewal of Warranty /Annual Maintenance Contracts.
- QPM Reminders for Product service.

HAPPY CUSTOMERS TALKING ABOUT YOUR SERVICE QUALITY ARE THE BEST ADVERTISEMENTS.



Grow Sales & Service revenue by Improving PSF & Complaint Management Process!

Today, A customer not only buys your product or service, he buys experience and then shares it with others on Social media. A prospective buyer checks your customer service ratings on Google, Facebook, Twitter and compares prices on multiple online portals. "The first step in exceeding customer expectations is to know those expectations".

Dealerships need a robust, seamless & transparent Feedback System to record customer's feedback at multiple stages – Showroom visit, Test Drive, Booking, Vehicle Delivery, Post Sales & Post Service.

INFOMAN SERV - PSF & COMPLAINT MANAGEMENT MODULE OFFERS A COMPLETE SOLUTION TO RECORD CUSTOMER FEEDBACK & COMPLAINTS AND ENSURES TIMELY RESOLUTION FOR THAT AMAZING CUSTOMER EXPERIENCE:

Multi-Channel Feedback Collection:

Create multiple touch points with customers for customer feedback using Direct call from call center executive, "Thank You" SMS / eMail with link for feedback forms and contact forms etc.



Transparent Feedback Recording:

Define customized questionnaire for PreSales, Post Sales & Post Service feedback in INFOMAN SERV. Customer feedback can be recorded in the form of Grades, Description or Multiple Choice options.



Ensure Timely Feedback Interactions:

INFOMAN SERV allows users to upload daily Booking, Test Drive, Sales & Service data. This data is assigned to tele-callers for calling and recording customer feedback.



Take action on reported negative feedback:

During interaction, if a customer gives negative feedback or low rating, create ticket to Record Complaint and assign it to the respective department. Automatic escalation of pending complaints to senior management improves service quality and builds customer loyalty.



Powerful Dashboards For Centralised Supervision of PSF:

Help in daily analysis of Location-wise number of deliveries, Calls for PSF, Complaints reported, Resolved & Overdue in a single screen.



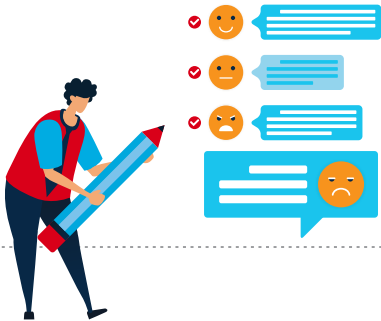
Registration Certificate (RC) Tracking Solution:

INFOMAN SERV offers a seamless process for centralized monitoring of different stages of RC tracking including - Collection of documents, Online filing, HSRP slip issued by RTO, online Ordering of number plate, Receipt & fixation of number plate at showroom, RC receipt & hand over to customer.



Customer Delight Index Calculation:

INFOMAN SERV allows designing of questionnaire to record customer's response on ease of vehicle delivery process. Auto calculation of Customer Delight Index is done based on in-built marking system for each response given by customer.



MIS reports offer complete transparency and show total number of open cases:

Status wise view of open cases with ageing analysis. Management can identify gaps and take corrective actions to ensure faster delivery of RC and improve customer experience.



Positive impact on future business opportunities:

Quality service strongly impacts all future business opportunities with a customer including – Paid Service, Extended Warranty, Exchange, Future Vehicle Purchases and Insurance renewal.



Contact our experts for a **FREE** Demo and explore best practices to improve overall Customer Experience during all interactions.
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