Sales Desk Management

Through UCM's integrated Desk, manage all your customer support inquiries and keep customer relations under a better control. There is nothing you and your clients need more desperately than a comprehensive and timely customer care through a thorough desk support. Utilizing Desk, not only you provide your customers a way to submit and update their online requests, but host a knowledgebase, an idea exchange between your organization and partners as well.

Business Development Solution

UCM Desk gives you access to data generated by your team as they operate on increasing the productivity of your organization. Through sales reports generated through UCM's EDISON, you and your partners can identify respective sales rep's strengths and weaknesses and stay on top of everything that goes on in their sales cycle. When agents see a cross-selling opportunity, they can communicate internally with the customer's account manager and drive the conversation accordingly.

It gives you an in-depth insight of who your customers are and what their buying patterns are like. In addition, Alerts can be integrated with Desk to prompt sales reps to follow up on their meetings and activities while also letting you know when important opportunities that are about to close, thereby giving a 360-degree visibility of your team's sales cycle.
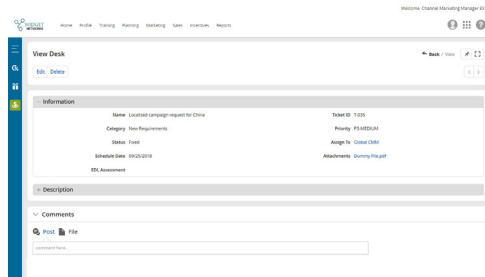

Key Features

✔ Stronger Collaboration

✔ Faster Solutions

✔ Accessible Insights

✔ Automated Support

Up-to-Date Information

As your company grows, your IT team tracks, monitors and resolves an increasing number of support requests from users. UCM's Desk is a cost-effective solution for managing the queue by assigning a number to each new request and logging it as a ticket in a database and contributes to knowledgebase management and customer support automation over the Internet.

Through Desk, set up rules for when every ticket needs to be replied to and solved so agents are clear about the deadline. A service level agreement across the Desk module helps to communicate the estimated time with the customer and the agent and measure how many agents can stick to the time frames. When a customer has a technical question, your sales reps can tag support agents within tickets to ensure timely responses.

Key Features

✔ Streamline Replies

✔ Optimize Efforts

✔ Agent Collision Detection

✔ Close deals faster

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