

SURPRISE



Knowledge Base

Leverage the expertise of your tried-and-tested staff and build a knowledge base for efficient and effective customer support. With **SerbizHub Helpdesk**,

- provide answers to commonly raised concerns
- use premade replies to standardize or improve quality of service
- build a profile of customers interacting with your support team



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SerbizHub

Helpdesk
a customer service platform

Client Served!

Monitor client engagement using a database of queries, complaints, concerns. **SerbizHub Helpdesk** assigns reference numbers for easy tracking and issue resolution. It provides

- quick view of tickets answered
- alerts for unanswered tickets
- audit trails (time stamp, staff involved)
- internal notes for consultation and referral among staff
- autoresponse or acknowledgement of receipt of message



Team Work

With **SerbizHub Helpdesk**, promote teamwork and coordination by providing your staff operators, departments or teams the means to share and address concerns, without diminishing individual responsibility and accountability.

- account for time-bound team and individual performances
- share access to client tickets

a hub to address customer complaints, queries, inter-department concerns. **SerbizHub Helpdesk** enables



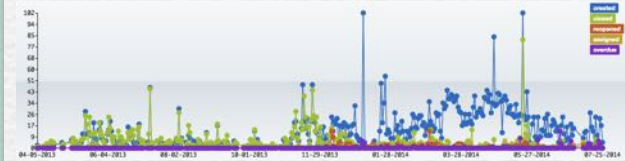
you to consolidate communication channels (email, phone, fax, SMS) for efficient customer service.

Reports and Management

Performance reports by department or staff involved are available “on the fly.” **SerbizHub Helpdesk** enables you to track turn-around time for client concerns or the resolution of issues.



You can have a “commanding view” of your company’s services with the tracking of created, assigned, and closed customer support tickets



concerning your different products and services.

Access to and management of **SerbizHub Helpdesk** are role-based. Customer concerns and staff responses are archived to form part of your company records.

