prismSTS

Support Ticketing System

A Support Ticketing system you must have

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In today's fast-paced business environment, delivering exceptional customer service is imperative. Delayed responses to inquiries can significantly impact customer satisfaction & loyalty. PrismSTS offers a comprehensive solution to this challenge by optimizing the customer support process. This approach not only enhances satisfaction & retention but also reduces costs, making it an indispensable tool for efficient customer service management.
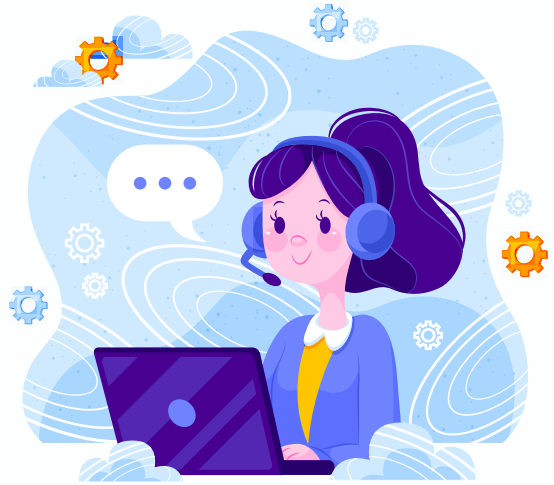
Automated & Manual Ticket Management

Customizable Categorization

Real Time Status Tracking
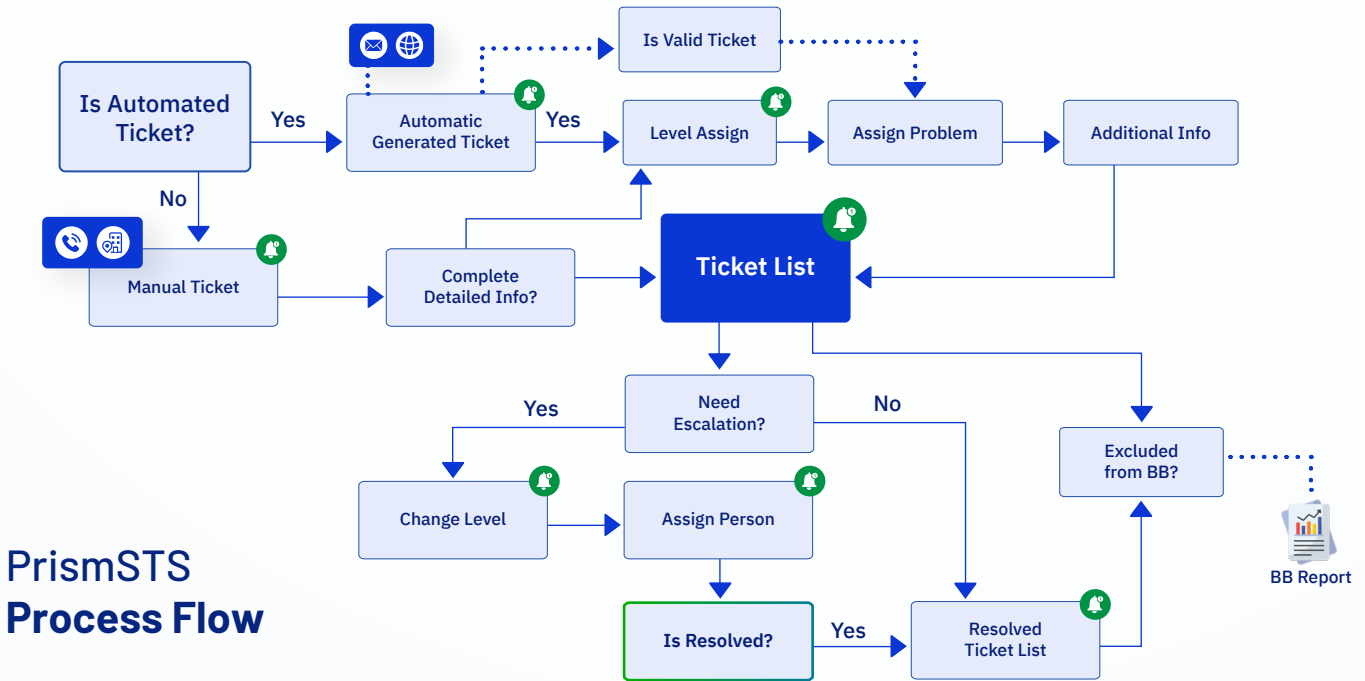
Flagging & Prioritization

Integration with External Systems

Efficient User Role Management

Analytics & Reporting

Smart Notifications

PrismSTS
Process Flow

- Is Automated Ticket? → Yes → Automatic Generated Ticket → Yes → Level Assign → Assign Problem → Additional Info
- Is Valid Ticket
- No → Manual Ticket → Complete Detailed Info? → Ticket List
- Ticket List → Need Escalation?
  - Yes → Change Level → Assign Person → Is Resolved? → Yes → Resolved Ticket List
  - No → Excluded from BB?
- Excluded from BB? → BB Report

PrismSTS: Organize, Prioritize, Optimize

» Centralized request management
» Boost customer happiness
» Prioritize urgent issues
» Track key performance metrics
» Unified customer interactions
» Organize tickets effectively

Instant Messaging in Every Ticket

Facilitate real-time communication directly within each ticket, ensuring swift and effective interactions between support teams and customers.

Auto-Reply or Customized Response System

Automate responses or craft personalized messages for each ticket, providing immediate acknowledgment and tailored communication

Comprehensive Reporting:

Generate detailed reports to analyze ticket trends, response times, and overall support performance, enabling data-driven decisions

Precise Reporting:

Gain insights with detailed reports on ticket activities, helping you monitor performance and identify areas for improvement.

Concerned Department Message Assigning

Streamline ticket escalation by assigning messages to the relevant departments, ensuring that issues are handled by the right experts promptly.

Inter-Department Ticket Assigning:

PrismSTS maintains a structured system of levels within each department, ensuring smooth ticket handling and resolution.

Ticket Solving Instructions:

One can provide clear, step-by-step instructions for resolving tickets!, ensuring consistency and efficiency in problem-solving.

Ticket Status Viewing:

Keep track of ticket progress with clear status updates,ensuring transparency & timely resolution

Special Customisations for Bank

PrismSTS is a tailored ticketing system designed for banks, streamlining customer and internal inquiries. It supports both manual and automated ticket creation, categorizing tickets into Complaint, Service, or Query types, ensuring compliance with Bangladesh Bank guidelines.

Ticket Assignment & Escalation Management:

Users can self-assign tickets, with detailed tracking of escalation history for audit & compliance purposes.

Bangladesh Bank Compliance

PrismSTS strictly adheres to all compliance requirements set by Bangladesh Bank, ensuring seamless regulatory alignment.

Rejected & Unseen Ticket Management:

Rejected tickets are moved to a junk list, & unseen messages are captured for follow-up

Real-Time Notifications

Customizable email and SMS templates ensure timely updates to requesters.

Industries

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