MOBILE SALESSUITE™

Track Incidents
Does your company currently have a system to allow employees and customers to log internal or product/service issues? MSS/Support allows incident creation and tracking via network client or the Web.

This Help Desk Does it All
Suitable for managing your organization's internal help desk, providing customer support and implementing a service dispatch system.

Route Calls Appropriately
Calls can be automatically or manually routed to a service queue based on priority, status or product/service affected.

Fully Integrated with MSS/CRM
Leverage your IT investment with integration to the MSS/CRM Knowledge Base, Product Catalog, Customer Center and Activity Center.

Improve Product Development
MSS/Support automatically creates and tracks product problem reports to the integrated Product Development module.

Find the Right Person for the Job
Automatically finds experts in your organization suited to handle an incident based on the type of problem reported.

Complete Corporate Visibility
Gives service representatives complete information on customer, products and services purchased, warranty period, access to the customer's previous incidents, your company's service knowledge base and related incidents reported by other customers.

MSS/Support is a complete Help Desk solution that integrates with MSS/CRM and your company's website to provide a superior level of internal and external support services.

Provide Superior Service with MSS/Support
No CRM system would be complete without the ability to respond to employee and customer complaints or problems. MSS/Support allows incident creation and tracking, routing of open tickets, provides up-to-date resolution status, links to your company's knowledge base for problem remedies and gives your organization a complete solution to correct any product or service issue. MSS/Support integrates with MSS/CRM and your company's website to allow complete customer and employee self-service. You will not only benefit from providing superior service, but will be able to determine where the majority of your organizations' problems arise so you may address them swiftly and proactively.

Provide visibility of all internal and customer issues in multiple queues. Log, manage and track incidents - route them to the appropriate parties.
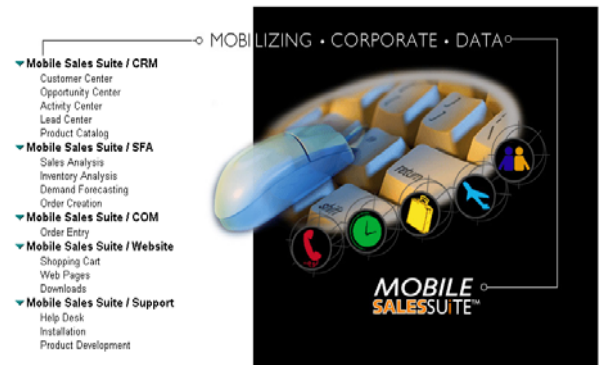
Allow customers to enter help desk incidents with supporting attachments through your website. Provide up-to-date resolution status and information on all open and closed issues.

Features & Benefits

- Tracks incidents via e-mail, telephone and website.
- MSS/Support manages your organization's internal and external Help Desk.
- Route issues to an appropriate service queue based on priority, status and affected product/service.
- Incidents are tracked and statused using process steps derived from your organization's specific support processes.
- Fully integrated with MSS/CRM's Knowledge Base, Product Catalog, Customer Center and Activity Center.
- Gives service management, sales staff and your call center full incident reporting and customer situational awareness.
- Automatically finds experts in your organization suited to handle incidents based on the type of problem reported.
- Gives service representatives complete information on account activity, products and services purchased, warranty period, access to the customer's previous incidents, your company's knowledge base and related incidents reported by other customers.

Mobile Sales Suite Product Showcase

All MSS modules work independently of one another or integrate together for an enhanced solution.

MSS/SFA includes demand accumulation, sales analysis, inventory analysis and order creation – everything the field agent needs in a mobile package. Powerful tools for managing the sales process in a remote environment.

MSS/CRM is a complete, yet affordable, Customer Relationship Management solution. Harness the full potential of your sales efforts. Track account activity and history for customers, prospects and leads. Manage your sales pipeline to determine opportunity closure rates. Import lead lists for qualification and customer conversion. Implement a complete product catalog. Share marketing, sales and product information with in a single system.

MSS/COM is online and real-time, call center strength order management. Consolidated displays, powerful business logic and intelligent order processing. A complete order entry solution. Full client and web enabled for order entry by customers or employees via the Internet or a network client.

MSS/Website provides all the tools necessary for a dynamic web presence. MSS/Website allows MSS/CRM installations to implement a full, Internet shopping cart and catalog system, download center and searchable knowledge base. With MSS/Website, your company can have a complete dynamic website or complement your existing site. Fully web-integrated with other MSS products - up and running in a matter of days.

MSS/Support is a robust Help Desk solution for tracking company and customer issues integrated with MSS/CRM and your company's website. Provide better service with incident tracking, trouble tickets, service queues, routing to appropriate parties and escalation. Provide customer and employee self-service with problem reporting, visibility of resolution status and access to solutions through your knowledge base.

About X1 Solutions

X1 Solutions is a software development and consulting firm specializing in sales automation solutions that integrate with existing business systems. X1 products are developed for the small-to-medium size market space. Our goal is to provide our customers with a complete sales solution that enhances the value of systems currently in place. Mobile Sales Suite can provide Web functionality, order management, sales automation, customer relationship management and customer self-service with in a single platform. A complete sales solution that's easy to afford, implement and administer. So whether you're looking for a online product catalog with shopping cart or a solution to enhance your customer service level, why not take a look at Mobile Sales Suite?