

service crm
service desk lite

a free service management software

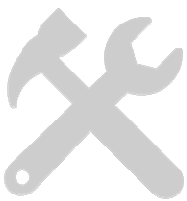
Service Desk Lite is a free service management software

Service Desk Lite is free ready to use service management software that enables you to manage Service contracts/AMC and customer complaint lifecycle from complaint initiation, assignment to closure in a very simple way.

- Store data on your computer or laptop
- Doesn't need internet to access your data
- Download, install and get started. No registration needed

still managing Service Contracts in excel ?

For service oriented firms it is very essential to timely respond to customer complaints, queries or issues, deliver quick service to build strong customer relationship and win more loyal customers. Usually lot of paperwork needs to be done to manage service contracts and customer complaints.



Service Desk Lite is useful for such service firms to systematically manage Service Contracts and track customer complaint so that it never goes, unattended. Service management is made simpler with Service Desk Lite.

It covers the important stages of Contract and complaint management such as

- Digitally manage Service Contracts.
- Register Complaint.
- Assign Complaint to Service Executive.
- Complaint Closure.



manage service contracts

Digitally capture service contract or AMC details. Managing service contracts with Service Desk Lite enables you to promptly revert to the customer. It enables you to track customer history, whether the customer is in Contract or the Contract has expired, before attending the service call.

Digitally capturing service contract keeps you informed about contracts that are active or expired.



register complaint

You may receive customer complaints from various sources, such as email, telephone, web etc. Tracking these complaints enable, you to resolve issues in time, and quickly respond to customers. Service Desk Lite enables you to record the essential details related to complaint such as the customer contact, the caller details and complaint description.

Recording complaint helps to identify and resolve recurring issues and improve service quality.



assign complaint to service executive

After complaint is received it is assigned to service executive. Assigning complaint to service executives ensures every complaint is attended. It also helps to analyze and promptly allocate complaint to the service personnel. In Service Desk Lite complaint assignment is quiet simple. You get the pending list of complaints that are yet to be assigned.

Assigning complaints ensures every complaint is attended.



complaint closure

This is the last stage in complaint management that enables you to track the status of complaint i.e. solved or pending.

Tracking status enables you to identify the complaints that are open or not resolved and take timely actions.

It also helps you to determine the service performance.

You can track details such as status of complaint, measures/action taken to resolve the issue.

Maintaining closure status enables to determine status of complaint i.e. solved or pending.



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Other free software's

sales crm
EQMS lite

project timesheet
TIMETracker lite