

Nixel iCare™

Customer Care Solution

Nixel iCare will enable your organization to listen, study and resolve every service request, query, complaint and suggestion from your customers. It will make this possible through a simple and easy process, generate customer satisfaction and provide management with a wealth of information on the minds and needs of customers and the performance of internal departments and managers.

Nixel iCare is ready to deploy. Nixel will even provide hosting and application management services to enable you to focus on your business processes and improve them.

Nixel iCare has been designed for corporations who listen and care for their customers. Service request & complaint resolution is known the world over to be a key tool for customer satisfaction and Nixel iCare does just that. It will ensure that you do not miss a single request, complaint or suggestion from your customers and every one of them gets resolved and customers are responded to in each case.

Nixel iCare with its web integration will allow you to provide a 24 x 7 listening service to your customers. Customers are provided a unique Tracking Number for each request, complaint or suggestion made. They can use this number to track the progress of their complaints, send reminders and additional information.

Departments and offices in your organization will get requests, complaints and suggestions that relate to them through an automated routing procedure in Nixel iCare. They need to look into these and provide solutions and responses within the stipulated time. They can ask for information from others and from the customer through this system.

Failure by a department or office to resolve requests & complaints within the specified time will entail escalation to the higher levels in the organization. These times can be set by your program administrators and changed from time to time as your organization becomes better at handling and resolving customer queries.

Management reports, analysis and mining are critical components of Nixel iCare. These reports tell a lot about the performance of the organization and the needs and problems of customers. They can help management improve processes, evaluate departmental and managerial performance and address deficiencies in resources and work efficiencies.

Nixel iCare can be setup in 15 days and made operational with only browsers on the user computers. The software can be integrated with call centers and the corporate website.

Nixel iCare is a product of Nixel Technology, a leader in customer relationship management solutions.



Features

- Integrated & Web Enabled
- Call Center Connectivity
- Website Integration
- Complaint Registration
- Online Status Update
- Automated Routing
- Interactive Discussions
- Forwards & Transfers
- Action Taken Reports
- Escalation Procedure
- Management Reports
- 24x7 Availability
- Data Mining Possibilities
- Multiple Language Interface
- Covers Service Requests, Complaints, Grievances, Suggestions, Feedback, Queries & other interactions
- Can handle internal processes too
- Ready to deploy
- Administration Console
- Application Hosting & Management
- Needs only browser on user computers
- Restricted user access

Applications

- Customer Service
- Investor Relations
- Employee Welfare
- Internal Workflow

- **Build Satisfaction**
- **Listen & Respond**
- **Create Goodwill**
- **Strengthen Brands**

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