



Support Management

Streamline customer support
across multiple channels





Support Management

Streamline customer support across multiple channels
– and see an upsurge in customer satisfaction.

CHALLENGE

Supporting customers across different channels

Giving your customers the right level of support, whether it's for a routine query or a full-on crisis, is key to maintaining valuable, long-term relationships.

Most businesses provide support contact routes, but often can't help back office staff resolve the customer inquiry within agreed service levels. Fixing that issue, while keeping the customer supported and engaged across multiple communication channels, presents additional challenges.

SOLUTION

Automated, multi-channel support with MATS

Organizations looking for a smarter support system want customers to be able to raise support requests in any channel, and back office staff to have immediate visibility of new requests.

The Support Management Solution powered by MATS helps you do just that. With automatic work allocation, queue management, service levels, case ownership, escalations, reporting and dashboards, it has everything your organization needs to manage support processes effectively.

And because it's powered by MATS, the Low-code BPM platform, it's easy to reconfigure when your needs change.

“We were extremely surprised at the speed of implementation. We're gaining consistently high customer service ratings.”


NATIONWIDE BUILDING SOCIETY





Why Manage Support with MATS?

When you streamline your customer support processes with the Support Management solution powered by MATS, you benefit from:

- A cloud-based solution that's fast to implement
 - Higher rates of customer satisfaction
 - Increased efficiency and resource utilization
 - Faster resolution of support tickets
 - Lower support costs
 - A standard process for case management that's completely tailored to your business
 - Greater visibility into support cases
 - Improved rates of SLA adherence
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Key Features

Flexibility

- Manage products and clients in one deployment
- Built in and extensible process platform
- Multiple hosting options including Cloud or on-premise

Multiple support channels

- Email, Web, SMS and phone support
- Built-in recording features for all channels

Scale & reach

- Rapid web based deployment – scales to any number of users, departments, countries and languages
- Access through any device: desktop, tablet and smartphone

Control

- Centralized repository for all support cases
- Adaptable department or product specific processes
- 100% configurable workflow, case management and work allocation
- Totally configurable rules, actions, user interface and branding
- Automatically update customers as support cases progress
- Fully customizable reporting, management information and KPI dashboards
- Comprehensive root cause analysis
- Collaborative case review

Multi-channel, two-way communication

- Customers can be updated via multiple channels including SMS, email, web, Twitter and Facebook

Integration

- Easily import and export data
- Integrate with CRM and ERP systems including Salesforce.com and SAP

Support for continuous improvement

- Agile, collaborative process management supports full cycle: measure, analyze, improve and control
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Smart Process Apps

Powered by MATS

MATS Smart Process Apps are developed on the MATS Low-code Development Platform. That means they are highly configurable and can easily be integrated into your wider IT landscape.

You can implement a Smart Process App almost out of the box, or adapt it to your custom business requirements, at a fraction of the cost and time of traditional software development.

Deployed via the Cloud (and also available on premise), Smart Process Apps are web and mobile ready.

About MatsSoft

MatsSoft is on a mission to close the Process Execution Gap – the gap between the people who know what they want to improve, and the coders who make it happen.

We started life as a digital design agency, which taught us a thing or two about customer-centric design. We set out to create a new kind of process improvement platform – one that eliminates coding and complexity, making it easy for process people to make the changes they want to make.

Today, our Low-code Development platform, MATS, is used by process improvers, customer champions, innovation leaders and IT teams in organizations across the globe. Customers include Nationwide Building Society, Coca-cola, FedEx, Thomas Cook, Barclaycard, RBS, Santander and Intel.

Find out more at www.matssoft.com



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