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Reliable Technology.*

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## Event Tracker - customer contact tracking system

Event Tracker is a comprehensive yet economical system that allows you to track customer communications. Event Tracker is ideal for small to mid-sized phone support organizations who need to track and follow up with phone calls, e-mails, or in-store visits.

### Features

#### Web-Based Application

Event Tracker is easy to use, easy to access, and easy to deploy. It is accessible from any computer with an Internet connection - - you don't even need to load any software onto your system.

#### Security

Secure logins are required to access the system. Data backup is provided through automated daily backups of the Trilogy Networks database servers.

#### Automatic Event Numbers

When you log a new event, you get a new event number that you can give to your customer. This is very useful in the support arena, because your customers know the issue has been documented.

#### Real-Time Reports

Web-based real-time reports are available to authorized users. Call volumes can be tracked by employee, by customer, and by various time periods. Trends can be analyzed and problem areas can be identified.

#### Follow-up Made Easy

Event Tracker is designed as a follow-up tool. When you log in, your home page lists all your open events, and each one is just a click away.

#### Information at Your Fingertips

The event details include customer contact information, support contract information (if applicable), the name of the individual to whom the event is assigned, a log of all event activity, and a section to add your notes as you work the issue. Your name and the date are stamped each time you add notes or change the event status.

#### Customer Feedback Form

When you're done with the event, the system can be configured to send an e-mail message to your customer, asking them to fill out a feedback survey form. This allows managers to stay in touch with their customers and monitor the quality of service their employees are providing.

### Implementation Plan

Our team builds a company-specific database tailored to your needs. For high-end installations, your customer list and support contract information are added to the database. Choosing this configuration, your support staff will know the terms of each customer's support contract as soon as the event is started.

Common questions that are asked during the initial deployment include:

- ▶ How many user levels are needed? Typically, all users can create an event and be assigned an event. A higher level of access is usually required to view the real-time reports and customer feedback surveys.
- ▶ What reports will be needed? We offer many standard reports, and custom reports can also be provided.
- ▶ What is the timeline for initial deployment? A simple installation can be up and running in 4 weeks or less. A more involved installation that involves data imports or custom functions would take a little longer.

