

[FACT SHEET] Customer Care

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Unicorn Customer Care provides an effective solution for comprehensive customer management. Using the complaint and enquiry management tool, CSRs (Customer Service Representatives) can productively capture accurate information and generate quality responses and action reports. This module enables: the registration of the customer; the creation of a new customer account; the reporting of online customer complaints; and provides service numbers to the registered customers. Customer Care also offers up-selling opportunities and serviceability checks for address centric service offerings.

BENEFITS

- Customer registration and customer data maintenance for different segmented
- Service allocation and activation
- Maintenance of comprehensive credit action history
- Service counseling including cost effective package selection
- Creation and maintenance of infinite levels of customer hierarchies
- Service number conversion between post and pre paid
- Supports contract-based services
- Future-date service activation and back-dated customer registration

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