eLite IMS

The primary function of IMS is to capture incidents like Enquiry, Requests and Complaints from the customers directly or routed through call coordinator. It allows the organization to analyze the reasons for non-conversion of enquiries to an order and helps in initiating course corrections.

Trigger's mails and messages to the respective stakeholders when an incident is created, assigned and completed.

Automatic escalation procedure is available when an incident is not resolved within the committed time.

SLA, Ticket Category or policies are customizable based on priority of the issue or request.

Multiple reports can be generated based on incidents both present and past, resolver's history and customer behaviour. The reports help the management to conduct root-cause analysis for any given issue and arrive at permanent solution.