



**Anytime**<sup>®</sup> is a Customer Relationship Management system that helps the Customer Support departments to achieve excellence in customer interaction, at all the touch points, while cutting down the operational costs.

## Support Features

- Case Management
- Workflow Automation
- SLA (Service Level Agreement)
- Call Center integration
- Customer Web Self Service
- Account Management
- Contact Management
- Task Management
- Product Catalog
- Email Notifications based on templates
- Project Management
- Document Management
- email2case
- Full Case History
- Work Performance Information

## Benefits

- Multiple customer support strategies implementation
- Fast Time to Market when implementing new support flows or changing the existing ones.
- Aggressive implementation schedule for the CRM system.
- Integration between different levels of support and across departments.
- Quick access to customer information.
- 360° view of customer interaction.
- Very competitive total cost of ownership.

## Industries

- Banking
- Telco
- IT Support
- Utilities
- Financial Services
- Leasing
- Call Center Services
- Auto Dealership
- Service and Repairs

**021 242.87.20**

You are invited to attend a **Private Workshop** with our consultants. Book now by e-mail at [sales@asf.ro](mailto:sales@asf.ro) or by phone.



## Anytime - Industry / Support Flows Matrix

Customer support flows can be easily personalized to your industry specific requirements

Industry	Business Flows / Activities
<b>BANKING</b>	Customer Complaints, Customer Info, Back Office Requests, Card Support, Internet Banking Support, Internal IT Support, Sales Integration
<b>TELCO</b>	Customer Interactions, Call Center, Service Provisioning Flows, Network Incident Management, Operations and Maintenance, Customer Information, Case Management, Internal IT Support, Sales Integration, Asset Management, Site Installations
<b>IT SUPPORT</b>	ITIL Compliance, System Support, Applications Support, Helpdesk, Release Management, Hardware Maintenance, Change Requests
<b>UTILITIES</b>	Case Management, ISO Compliance
<b>FINANCIAL SERVICES</b>	Credit Application Flows, Info Request, Internal Compliance, Card Support, IT Support
<b>OUTSOURCED CALL CENTER SERVICES</b>	Case Management, Helpdesk, Customer Surveys
<b>LEASING</b>	Customer Compliance, Car Incidents
<b>SERVICE AND REPAIRS</b>	Incident Management, ISO Compliance
<b>MANUFACTURING</b>	ISO Compliance, Customer Surveys, Quality Assurance

**021 242.87.20**

You are invited to attend a **Private Workshop** with our consultants. Book now by e-mail at [sales@asf.ro](mailto:sales@asf.ro) or by phone.