

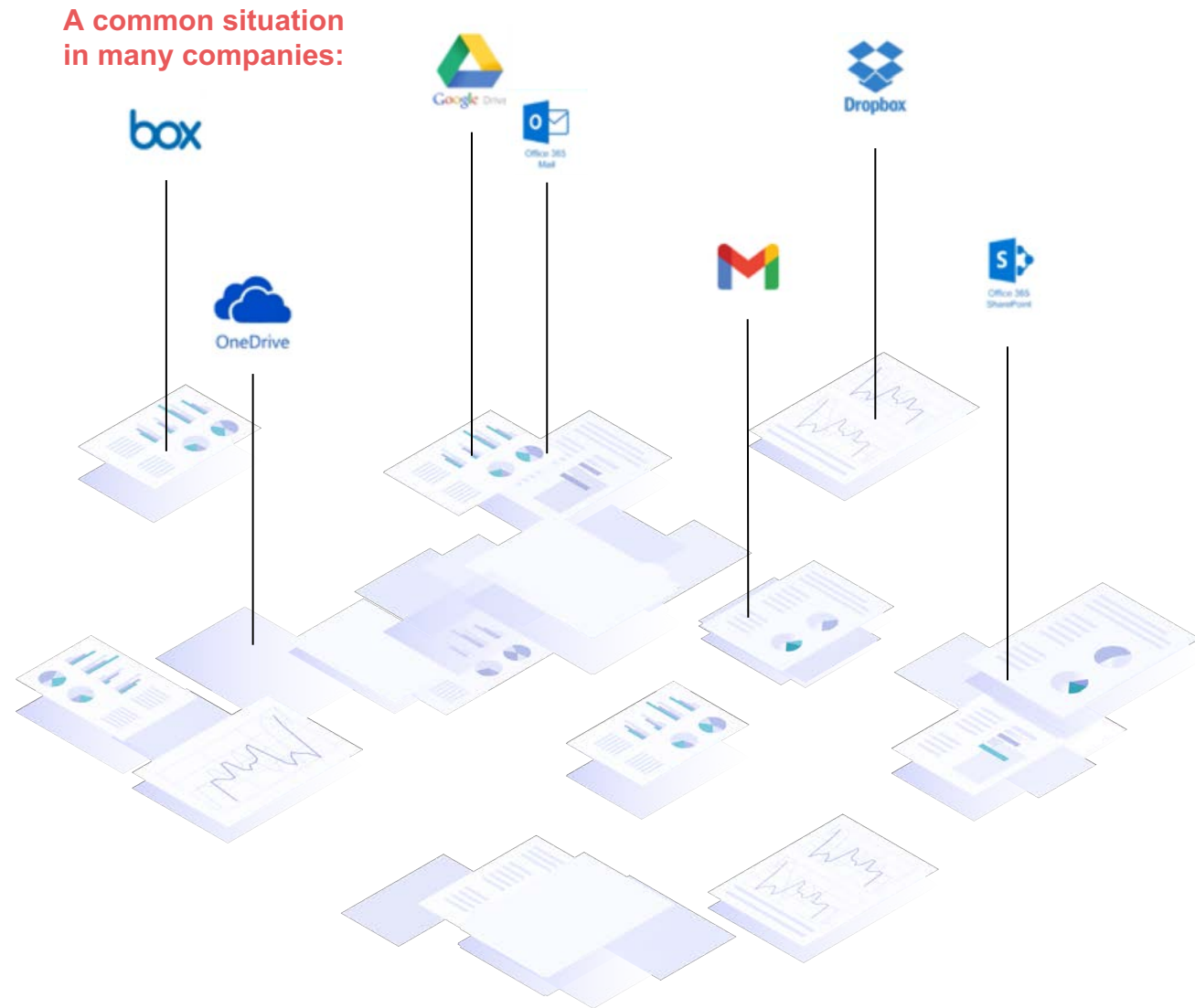
Qrawler

Streamline your data management



Better customer support with all data accessible

Qrawler Customer Support collects and indexes all customer data from both external and internal sources. Making it possible to quickly search customer related documents to get a complete overview for a more efficient customer support.



Qrawler Customer Support makes relevant data searchable and accessible to enable world class customer care



Results

- Full overview of all available customer data
- Reduced time per support ticket
- Reduced number of support tickets (due to optimised customer care)
- Search and identify similar tickets and gain an overview of all related cases
- Increased customer satisfaction
- User friendly interface
- Reduced costs and time to action

How it's done:



Qrawler Search gathers and indexes all customer data from both external and internal systems, as well as shared platforms (Dropbox, Sharepoint, Salesforce etc.) based on user access. Qrawler Search is a desktop-application that can either be centrally distributed or locally installed.

Indexing makes data quickly searchable.

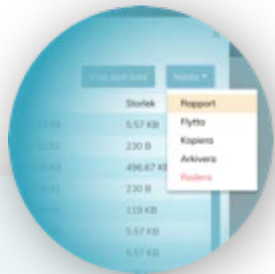
1. Advanced search



2. Graphical overview of all occurrences



3. Actions





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