



## Catalyst™ CM

Call Manager

**“It is not just a piece of software; it’s an entire maintenance service”**

*Catalyst™ Team, Computer Home*

### Catalyst™ Call Manager

Catalyst™ Call Manager is an excellent software tool for handling customer service calls. The customer evaluates a company based on efficient and effective handling of customer calls after he buys a product. It also helps in service call handling, response time evaluation, MIS reporting, etc. Catalyst™ CM helps an organization to escalate to one of the top rankers in customer satisfaction. Companies that enjoy in-house maintenance team can also manage the quality of maintenance and support calls using Catalyst™ Call Manager.

### Outstanding Features

- Service Call registration and acknowledgement.
- Assignment / Reassignment of service calls.

### What is Catalyst™ CM?

- A tool to track, monitor and control all the activities of complaint management from logging to closing of the calls.
- A software application that streamlines and automates the tracking of customer calls.
- A software application that changes the way to deal with complaints and makes maintenance activities a pleasure.
- An effective tool to drive customer satisfaction and loyalty.

- Person wise statistics of open / closed calls.
- Call status.
- Monthly summary.
- Response time analysis.
- Web based call registration facility and Call status update.

*When it comes to analyzing business success in today’s consumer market, we see that customer feedback has become the most important indicator. Log into the Catalyst™ Call Manager to hear the ‘voice of your customers’, and really find out how well you are performing.*



- Can be migrated on various databases.
- Runs on all major network environments.
- Easy to alter to fit user's preferences.
- User defined error, Severity, Priority, Status, Resolution type.
- Mailing facility given to every transaction.
- Statistics of open / closed service calls
- Tightly secured approach to call registry
- Can be interfaced to other industry leading devices

## Benefits

- Improves customer satisfaction due to efficient Call Management.
- Improves employee productivity.
- Employee performance evaluation with real time statistical data.
- Time and effort saver to satisfy customer's call.
- Reduces communication gap to near zero.
- Eliminates paper-based process of collecting, responding and completing customer calls.
- Reduce the number of manual checks.
- Prevent unauthorized maintenance. Multiple Brand, Region and Product support.

## System Requirements

### Server Configuration:

Processor PIII 500 MHz (minimum)  
600MB of free hard disk space (minimum)  
512 MB RAM recommended  
Resolution 800 X 600  
Microsoft Small Business Server  
Internet Connectivity Recommended (Some features depend on this facility)

### Work Station Configuration:

Processor PIII 333 MHz (minimum)  
256 MB RAM recommended  
20GB Hard disk Drive  
Resolution 800 X 600  
Standard mouse and keyboard  
Windows 95, 98, ME, NT4, 2000, or XP  
Internet Explorer version 5 or above  
Microsoft windows network, access to BM server  
Internet Connectivity Recommended (Some features depend on this facility)

## Contact Us

### For details contact:

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