

LabLite Customer Service (CS)

LabLite CS is a robust and highly configurable call management program designed to record and track your service and support calls. LabLite CS is the ideal solution for any municipality or business that receives customer calls and/or complaints. LabLite CS is fully integrated with our LabLite SQL LIMS, or can be used as a stand-alone software product.

Are you tired of not knowing when a call was received, who took the message, or whether the call was resolved? Are you currently using a paper-based or ineffective tracking system? Let LabLite CS help you manage your calls from initial receipt and assignment of actions through call resolution and reporting.

Configurability:

- Call types and action types are completely configurable
- Administrators can manage users and drop downs
- Users can create their own personal views of the data
- Rename, resize, show, hide, filter, and re-order view fields
- Import existing customer, GIS and location data into the system

Record, manage, and track calls:

- Rapid search, and entry of customer and location data
- Close calls immediately, or assign actions to them
- Action selection can trigger events such as email notification or sample pickup
- Actions can be prioritized and assigned
- Call and action entries are date/time stamped, and track responsible parties
- Closing of calls and actions is permission based
- Calls cannot be closed until all underlying actions are closed

Reporting:

- View, print, export and email reports from your desktop
- Web based reporting optional including email notification
- Multiple preformatted reports allow you to view problem areas by customer, location, ZIP, or zone
- View call types over user defined date range
- View open and closed actions and complaints
- Print work orders, chain of custody, and productivity reports and more...

For a product demonstration or price quote, please call LabLite LLC at 888-954-5483 or contact us at sales@lablite.com.