



# TCS iON Help Desk

Improved customer relationships



## Benefits



Improved customer satisfaction



Faster resolution of customer requests



Increased efficiency and productivity



Enhanced brand image and company reputation

## Features

- End-to-end tracking of Customer Requests/ tickets
- Automated ticket management needs
- Customisation of workflow to suit business
- Dashboards to view issues
- Auto-escalation of unresolved tickets
- Alerts/ Email notifications
- Additional widgets for data analysis



For more information,  
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