

“Bringing best practices for an effective and efficient customer service”

ORLIG Service

[www.orig.com](http://www.orig.com)



# Service

Customer is the key and main driver for any organization. Customers come with various terms of behavior and expectations, which makes it challenging for any organization of any size to handle every customer. However, it's a necessity to deliver the best customer experience as that is the key for their continued business and service. Through our various ORLIG CRM services products, you gain the ability to deliver the best quality customer service that maintains efficiency with ease.

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## ORLIG CRM Customer Service Management

ORLIG CRM Customer Service Management is designed to help you manage and craft the best customer experience for every moment and in every channel.

### Value

- Centralized customer focus team
- Increased Customer Satisfaction
- Increase Productivity

## ORLIG CRM Field Force Automation

ORLIG CRM Field Force Automation (FFA) gives you a platform to manage the full lifecycle of service tasks; from helping you manage technical hurdles, new solutions to calm irate users and overseeing the entire technical resources team in the most effective and efficient way. FFA also provides you with a single source of information to empower the team to manage and handle all service issues!

### Value

- Manage and monitor all in one
- Increased service efficiency & quality
- Forecast future demands and work requests

## ORLIG CRM Helpdesk

ORLIG CRM Helpdesk is specially designed to help you handle daily operational issues and challenges with ease. It can also be configured and is flexible enough to fit into multiple business operation needs, regardless of the size.

### Value

- Manage constant challenges
- Always be Notified
- Effective, relevant and accessible

## ORLIG CRM Vendor Relationship

Don't just manage your clients, manage your vendors too! ORLIG CRM Vendor Relationship Management (VRM) gives you the components to help you manage the burden of dealing with vendors and organizations.

### Value

- Full visibility
- Keep it centralized
- Get a full report



## ORLIG CRM:

### Sales

- ORLIG CRM Sales Force Automation
- ORLIG CRM Sales Force Automation On-Demand
- ORLIG CRM Sales Force Automation on Mobile

### Service

- ORLIG CRM Helpdesk
- ORLIG CRM Vendor Relationship Management
- ORLIG CRM Customer Service On-Demand
- ORLIG CRM Field Force Automation
- ORLIG CRM Field Force Automation on Mobile

### Marketing

- ORLIG CRM Marketing
- ORLIG CRM Loyalty Management System

### Contact Center

- ORLIG CRM Inbound
- ORLIG CRM Inbound On-Demand
- ORLIG CRM Outbound
- ORLIG CRM Outbound On-Demand
- ORLIG CRM Blending
- ORLIG CRM Blending On-Demand
- ORLIG CRM Debt Collection

### Analytics

- ORLIG Customer 360
- ORLIG CRM Dashboard

### Gamification







- ORLIG Amaze

### Additional Components


- ORLIG CRM CTI Kit
- ORLIG CRM Dialer Kit
- ORLIG CRM Social Media
- ORLIG CRM Report Scheduler
- ORLIG CRM Instant Messaging





### Connect with us


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