SQM – Service Quality Management Tool

SQM has features that empower your teams to be efficient, no matter where they're located

Every company, team or employee handles tens or hundreds service requests daily or weekly. Main SQM focus is to help assign, plan, organize and manage internal or external service requests and tasks (activities) across different teams without the dominant use of email, physical meetings and call backs between internal employees, partners and customers.

SQM have everything you need to get tasks done. Create service and activities tickets, assign owners, track time and set up due dates. Post comments for instant feedback, accept dates, add people. Upload files from your computer, Google Drive, etc. Add checklists, labels, due dates, and more. Notifications make sure you always know when important stuff happens. Review performance and end user sattisfaction. SQM supports you to unleash full potentials in every team!

SQM

Help Desk, Tiketing, Collaboration, Quality...

Organization at your fingertips - Create and manage internal or external service requests:

Organize everything you need in one spot to complete your goals. Develop easily ideas within teams. Break goals into manageable service requests, attach files, and set due dates. Easily track overall progress and individual contribution. Your teams can manage and prioritize work more easily, complete projects faster and reduce rework while offering visibility to all.

Do you ever have problems like this?

Giving tasks to different teams but having problem with feedback and execution?

I don't have customer satisfaction feedback for every service that we provide.

It is not visible to other coworkers what we are doing and how to join.

We are not learning from previous activities...

We are losing time calling to internal and external people to ask for status?

I need single version of documents and advanced webinar collaboration...

We need service tracking for legal reasons...

It is impossible to organize, measure and manage service quality, productivity and timing across departments and people!

Your question: How to organize service system for better service quality?
SQM is helping to shape best business practices and procedures for productivity, service quality and satisfaction.

SQM Functionalities:

Turn Talk To Action
With SQM, you can turn discussions into action directly during the meeting. Instantly create tasks, assign them, set due dates, and drive to completion.
No need to schedule a meeting just to follow up on action items from a previous meeting or your ideas!

Assign
After creating a task, you can assign it to one or more people, or team and create task owner.

Coordinate Across Teams
Set up workflows „ToDo lists" for tickets to notify task owners when they should begin work. Reduce miscommunication and mistakes when everyone has transparency into work. Break down team and organization silos!

Get things ensured and done faster with SQM

Increase productivity and execute faster across distributed teams

SERVICES

Customization To Your Business

Create Custom Statuses of service requests-tickets that are unique to your business. They are enabling more precise actions and feedbacks.

Follow

Adding followers to a task allows specific people to receive notifications on task activity.

Comments

Comment walls and built-in editors help you create, share, and collaborate on text files, spreadsheets, presentations, video and audio files in real time. Post comments, share an update with your network or ask for feedback, like or dislike some ideas. Your people will be notified instantly about new posts.

User Groups

Creating custom user groups within your or customer organization helps to selectively share ticket feedback and files, ensuring the right people are getting the information they need.

Open System:

Need to share tasks with a consultant or partner for feedback? No problem, SQM lets you communicate and share tasks with people outside your company, too.

Recreating The Same Type Of Service Request:

Work faster next time by recreating the same type of activities with our handy duplicating feature.

Like Or Dislike Counter

Liking or disliking a comment counts the opinions of coworkers. Get insights about the posts that are highly influential among your audience, manage votings and group inspired decisions.

Mention

@-mention someone in a comment (use the "@" symbol before their name) to bring them into the conversation.

Commenting Document

#-mention and link some documents in a comments (use the „#" symbol and chose which document link to attach)

Personal Dashboard (My Work):

With few clicks review all your assigned tasks or team tasks, or tasks that you requested from others. Easily manage your daily work by grouping tasks to "Today", "This week", "Next week", or "Later". Consolidate to-dos from all of your projects and easily notify team.

To Do List:

Create visual timeline that lets you view your team activities, schedule and set dependencies in real time with easy adjustments to keep your team on track. Balance resources and track performance via a workload view. An open view of team workloads makes it easy to recalibrate when necessary.

Labels

A label allows you to categorize tasks with a custom description and color.

Priorities

Setting a priority allows you to rank your tasks according to their importance.

Filters

Instant filters let you sort the table of tickets by companies, people, service requests, service owners, labels, task status, priority, due date, you name it. Just use keywords to search, or select one of the options from the drop-down menu.

Streamline your process and gain visibility into the work at each stage. Streamline your process and gain visibility into the work at each stage. Create your own Custom Workflows to match exactly how your team works. They're easy to create and simple to use.

Status & Workflows

Live Activity Stream, e-Mail Sinking:

A real time feed of updates on all tickets activity provides instant status reports and cuts meetings and email communication even 75% so you can focus on the important stuff. Every change and update (log tracking) on service ticket is delivered instantly to e-mails of team members.

Mobile SMS and Push Notifications

Keep teamwork flowing. Update tasks, provide and receive feedback even when you're on the go with our Notification Server options.

Comments, Proofing & Approval:

Simplify comments, feedback and approval cycles on the pages with full context while avoiding redundant e-mails.

Add multimedia, sections of images and documents, comments; eliminate confusion, re-work and delays. Receive timely approvals and comments while maintaining a system of record.

Forecasts Of Delivery Time

Send feedback if you are delayed and ask for approval for extending deadlines and delivery time. Also you could notify team for your earlier delivery.

Urgent Feedbeck Request

If you are missing feedback on ticket, no problem. By clicking the Urgent Feedback Request button, send automatically e-mail, SMS or push notification to one or many assigned people asking for their service feedback, or inform them about some changes.

Redirecting to another assignee

You can redirect ticket to another employee that is better person to deal with the issue. You can also change service leader.

Deadlines

Setting a due date within a task allows you to schedule deadlines and even sort by due date if you like.

Messenger:

By using messenger teams could instantly see your message right in their workspace.

Reports?

Need to see the status of all your projects at a glance? Need the report on what the team or person accomplished last month?

SQM easy-to-use reports let you quickly visualize your team's work. Get insight you need to run your business and review work with partners and customers.

Time Management & Tracking
Organize time better for less or more important or urgent activities. Keep track of how time is being spent on service requests, by whole team or team member for accurate planning and budget management.

Reports On Trends:
By using standard templates or your own customized templates, you could ask for Reports on Templates and analyze different trends within your business.

Communicate in real time
Increase productivity and execute faster across distributed teams.

Why Advanced Webinars?

Support any remote customer and team through ad-hoc or on-demand webinar session. It requires no prior installation. Your invitee can join the session through email invite or website easily from any platform.

On-demand Webinar
Share your live meeting with your clients and colleagues from around the globe. It enables you to start or schedule video conferencing and audio meetings at your choice and set and share meeting agenda, invite attendees from inside and outside and monitor all meeting activities.

Send Email Invitations And Start the Webinar
Just enter meeting details and the email addresses of your attendees and you're ready to go. Participants will receive an email with meeting details and a link to join your meeting. Of course everyone presence is visible to you! As well, it requires no prior installation on clients.

Customize Your Screen Or Apply It To Others

You could start your webinar with face to face meeting on the whole screen, then upload files and present them on part of the screen, or on the whole screen, send personal or group text chat messages, do live polls and present polls results.

Use your webcam to add that personal touch – it's almost like being there in person.

Attach And Present Files In Webinars

Share any information, project, task updates or ideas and attach files. Keep track of the people, groups, and projects that matter most to you in one place.

Whiteboarding

During webinar users can draw and take notes on whiteboard or on uploaded documents.

Share Anything On Your Screen

Simply start screen sharing and display anything from your computer, including applications demos and websites.

Recording The Metting

Record your event with one click and nobody misses out. Record whole meeting or some of most important parts. If you are recording whole presentation accompanied with slides, you could latter review only parts of presentation related to some slides.

Attach Recorded Webinars To Tickets in SQM

Your webinars could serve as instructions to teams for complex projects and tasks, but also could serve as weekly reviews or counseling records with clients and your partners. Such option could serve as good backup for different misunderstandings.

Discussing projects and service requests?
Launching a product? Branding your business? Coaching your teams?
Scalable webinars for groups of 5 to 100 and more?

Webinar Poll Feature

Poll is another great way to engage your audience. Get instant insights to your new ideas during Webinars. It is an easy way to gauge the pulse of a view-point with your audience.

Also you could use Poll feature while testing the understanding and knowledge of your team.

Powerful SQM Collaboration

Take Notes and Action Items In Webinar and SQM

During webinar keep track of critical meeting decisions, action items and information, publicly and privately. Once the meeting is over, all notes save in SQM and automatically well be emailed to you and your attendees as guide.

Instant Updates

Instant information-sharing improves productivity and greatly reduces the amount of time spent on communication.

A Private Workspace for your Team

Create Groups if you have some important information that you wish to share only with your team or with coworkers who are involved in a particular project.

Company Stream

Company stream is stream of activities happening in your company. It is aggregation of all activities in one place.

Information Feed

Know who is working on what and participate in discussions to engage and share your thoughts with everyone.

Private Messages

You can start a private conversation with one or many colleagues, adding additional participants at any time.

Notifications

Notifications inform you of new activity that matters most to you.

Groups

Groups connect people of the same team or different teams with the same goals or common interests so they can get more done with less effort. Form a group around projects, departments, or activities. You can create and add custom applications to your groups that will help your group to get work done efficiently.

Pages

Pages are great way to showcase important information to your organization about a project or an event. Pages are public and allow anybody in your company to follow and engage themselves in discussions.

Manage a dispersed team no matter where your team members are. SQM keeps everyone in sync and on schedule, wherever they go and however they like to work.

Control Accessibility

You can decide who sees what information. You can create either public or private groups. Public groups are accessible by all. Private groups are accessible only by the members of the group.

Powerful Search

This search functionality makes it easier to find what you need right when you need it.

External Integration

SQM's well-documented, easy-to-use APIs make it simple to quickly connect SQM with your current software applications, tools and workflow.

Cut internal email by an average of 55%

Accelerate project delivery by 35%

Increase productivity by 20-55%

Enhance overall quality with satisfaction feedback on every service ticket!

Tools for teams from startap to enterprise
Unleash your full potentials with real-time work management software

SQM - Plan, Track, Improve

SQM is where you create, organize and discuss work with your team.
We can see what everybody else is doing, and understand each activity status in great detail. You can give your email, phone and redundant meetings a break.

Web Collaboration

Web conferencing is simple and easy.
Provide outstanding and fast service. Reach your global customers within minutes and present your product demos or sales presentation.
Close deals faster and eliminate travel.

Manage Contents and knowledge

Work on single version of documents. Capture the knowledge, that's too often lost in email inboxes and shared network drives, while in SQM instead – where it's easy to find, use, and update.

All your clients could instantly use SQM!
With less than one hour of training of your employees you could improve your business even this week!

Cloud-based all-in-one employee, partner, customer service support system: help desk, ticketing, collaboration, service quality, customer satisfaction, productivity, knowledge base and feedback system.

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