

RETURNS TRACKER

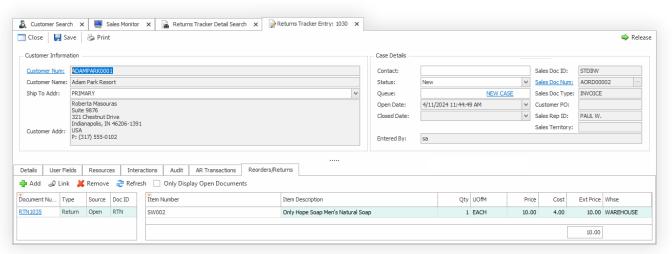
Refine customer experience in real time

Instant Visibility, Real-Time Updates

Get customers the answers they need quicker with SalesPad® Returns Tracker. Ensure that customer issues are followed from start to finish and empower your Sales and CSR teams to provide real-time status updates at any point in time.

If your company deals with a high volume of returns, tracking down customer information is time-consuming, or your CRM often requires input from multiple departments, Returns Tracker is the customer service module you need. Find critical information in seconds, ensure prompt follow-up to customer requests, and significantly improve visibility of data.

- Get up-to-the-minute status updates
- Identify trends to prevent recurring issues
- Use workflows to set up routing and coordinate visibility
- Gain a real-time view of customer data



"Cavallo® takes the headache out of running your business."

- Robb Delprado, Senior Presales Architect at Accelerynt Inc



Key Features

- · Quickly generate a reorder or return
- · Track issues from start to finish
- Assign specific users to cases to ensure prompt follow-up
- Attach additional documents, item notes, and past customer requests to issues

Improve Your CRM Strategy

Diagnose recurring problems by tracking when, where, and how they occur. By creating as many unique issue, cause, and resolution codes as you need, you can monitor what's causing customer issues, determine the best resolutions, and take the necessary steps to prevent them.

