

The concerned manager can set scrolling news flashes that'll intimate the entire team about the latest offers, vouchers or team updates in one go.

Within the KMS modules, the agents can prioritize and manage the available information.

1. The employee can pin certain articles as 'favorite' to place it above other resources to make it easily accessible at a later time.

2. The employee or manager set articles as 'quick links' to access answers for frequently asked questions.

The Knowledge management system also allows you to configure and assign employee self-learning resources.

Afterwards, the concerned manager can track each employee's completion of a particular lesson or training session. It also provides tool to control access, publishing of articles and approval matrix. It comes along with cloud storage to maintain any documents, files in multiple formats and languages.

Next, you can run assessments with automated multiple choice questionnaire tests. The automated random shuffling of questions and answers ensures that each test will be different from every other test. With Kapture KMS system automating the shuffling of questions and answers, each employee will be attending to a completely fresh test each time.

Kapture CRM platform also automates tracking the relevant performance factors for each employee. For example, a customer service rep could be evaluated based on call transfer rates, call duration, net satisfaction rates, etc.

Kapture CRM integrates with SPADE™, automating the quality audition of call interactions with each individual customer.

Kapture KMS system automates recognizing employee shortcomings.

This allows the concerned manager to assign additional training to the particular employees.

About Kapture CRM:-

KaptureCRM.com enables businesses with a superior edge in their daily operations. The higher operational efficiency enables businesses to scale and accelerate their business operations. The company provides CRM modules to meet the needs of different industry verticals such as healthcare, travel, cruise line operations, retail, and many others.

Adjetter Media Network Pvt Ltd

Adjetter

+91 7899-887-755

email us here



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