MTX Product

CONSTITUENT ENGAGEMENT

KEY FEATURES

- Flexible feedback
- Escalations and assignments
- Operational transparency
- Centralize documents
- Schedule follow-ups
- Optimize workflows
- Integration with most email marketing platforms
- Identify patterns and trends with reporting

Constituent Engagement allows clients to manage the entire case management lifecycle, from initial contact by internal or external stakeholders through resolution and follow up, and features robust functionality to configure workflows tailored to business needs, enable multiple escalation paths, and centralize all items needed in handling feedback or help cases. The highly intuitive system, enables all stakeholders in the process the ability to collaborate together quickly and effectively and minimizes non-value-added steps.

BENEFITS

- Rapid deployment built on native Salesforce Case Management capabilities for time critical missions and responses.
- Out of the box robust functionality combined with scalability to allow configuration and customization to support critical business needs.
- Easy to use dashboards and reports allowing an overview of the entire feedback pipeline.
- Issue submission in various ways by end users.
- Multiple feedback combination mechanisms into one cohesive 360 degree view of the customer.
- Multiple cases configurability and automated routing and escalation through a highly customizable rules engine leading to less manual admin.
- Communication which can be managed through the portal and can tie into most existing email programs.

WHERE WE ARE

MTX Group Inc.
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MTX is a global implementation partner that enables organizations to become Fit Enterprises. We provide expertise across a range of platforms and technologies including Salesforce, artificial intelligence, data integrations, analytics, and mobile solutions.