

How to engage with the rest of the Company beyond Sales

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Interdepartmental Client Engagement

Although customer representatives have access to a dedicated Viber Community and a customer care portal, some facilitation of client engagement after the sale may be required.

The customer care portal is a Odoo Helpdesk Team, Versa Customer Care, that is accessible externally via the Company website and allows to following engagement by customer representatives:

- **Customer Inquiry** – Request for information by a customer.
- **Customer Suggestion** – Suggestion by a customer.
- **Customer Assistance** - Request for assistance from a customer.
- **Complaint** - Complaint by customer.

Internally, Relationship Managers (RMs) can access various Helpdesk Teams to facilitate delivery of goods to customers, follow-up on invoices, reload SIM Cards, renew Platform Services and so on. More details are available in the annexes. Also, the company has Customer shared folders to provide a 360-degree view of a client (see Customers Shared Folders above).