



# A Workflow Solution To Transform Business

## Drive Process & Deliver Measured Outcomes With Efficiency, Transparency & Productive Collaboration

If your business manages all incoming requests and communications via personal email, you are aware of the risk. At best, if these emails are kept in a shared mailbox, they are grouped and categorised.

However, emails fall through the cracks, are moved, deleted or go unseen. Without governance, there is no way to know what is delivered, when and how often.

### One Solution To Manage, Track & Optimise Your Business

versaSRS provides organisations with the ability to retain email communications within a shared team environment. Work requests or enquiries are prioritised with definable SLAs. Appropriate workflows and tasks can be applied with automated notifications, reminders and escalations.



#### Governance

- Map business processes
- Create standard workflows
- Centralise Communications
- Create Branded Templates



#### Visibility

- Incoming Requests
  - Staff Workload
  - Resourcing Risks
- Trending Analysis



#### Company-Wide

A single software solution for:  
HR, Legal, IT, Finance,  
Sales, Property & Project  
Management.

### Ensure Work Is Captured, Classified & Completed On Time

## Feature Rich Request & Case Management



Incident, Problem & Change  
Priorities & Due Dates  
ITIL Aligned



Escalations  
Templates  
Time & Billing

## Complete Customer Care & Support



Customer Service Portal  
Chat Module  
Email Enabled



Service Catalogue  
Knowledge Base  
Contracts & SLAs

## A Managed Sales Pipeline



Enquiries & Opportunities  
Prospect & Lead Tracking  
Contacts & Organisations



Communications  
Campaigns  
Reports

## Optimised Business Process Flow



Standardise  
Workflow & Signoff  
Forms & Surveys



Worksheets  
Scheduled Cases  
Self-Administration

Learn More About  
versaSRS & Business Transformation

Ph: +61 8 8463 1914  
[versasrs@versadev.com](mailto:versasrs@versadev.com)