



Drive Business Process & Deliver Measurable Outcomes

If your business manages all incoming requests and communications via email, you are aware of the risks. When work requests are ungoverned there is no way to know what is being delivered, when or how often.

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
- Trend Analysis

Company-Wide

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

Ensure Work Is Captured, Classified & Completed On Time

One Solution To Manage, Track & Optimise Your Business

Feature Rich Service 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 CRM & Sales Pipeline

Enquiries & Opportunities

Prospect & Lead Tracking

Contacts & Organisations

Communications

Mail Campaigns

Reports

Optimised Business Process Flow

Standardised Workflows

Approvals Engine

Forms & Surveys

Worksheets & Tasks

Scheduled Requests

Agile Configuration

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versaSRS.com