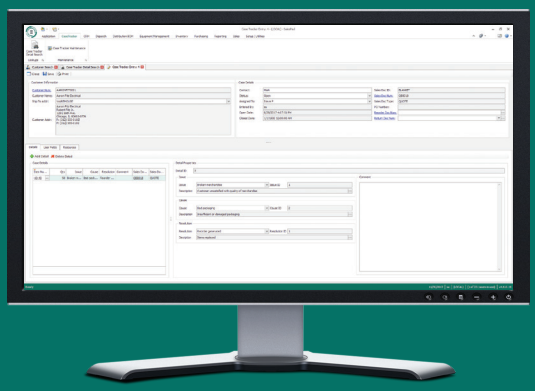
SALESPAD DESKTOP
CaseTracker™

Making the case for improved issue management.



sales@salespad.com 616-245-1221

TRACK CAUSES AND RESOLUTIONS.

Create as many issue, cause, and resolution codes as you want and use these to keep track of what's causing customer issues within your company.

ASSIGN USERS TO SPECIFIC CASES.

Too many cooks in the kitchen can be disastrous when customer satisfaction is on the line. Eliminate that possibility by assigning a specific SalesPad user to each case.

GENERATE A REORDER OR RETURN.

If a reorder or return is needed for one or more items associated with a case, those can be created in just a few clicks from within Case Tracker.

ATTACH RESOURCES FOR EVEN MORE INFO.

If the numerous information fields available on the Case Tracker entry window aren't quite enough, upload separate documents, pictures, and more to the Resources tab.

WHY CASE TRACKER?

Keep detailed, cross-referenced notes on any problems with your important customers, items, sales documents, and more. Case Tracker makes short work of keeping track of customer issues, item notes, linked documents, and other pertinent details. Make sure everyone's on the same page with shared notes, easily accessed resources, user defined fields, and more.

Ensure successful resolution of issues that crop up, every time. Unfortunately, no company runs perfectly all the time (but yours comes pretty close), and when problems with customer satisfaction arise, you want to be sure you keep all the details straight. Case Tracker is just the tool you need to gather all the information, resources, and staff necessary to fix the issue in a timely fashion. Case closed.

Resolve customer issues. Easily.

Learn more at

salespad.com/desktop/case-management.