

“tmail” for customer care

Serve internal and external customers by managing their queries, complains, suggestions etc. from initiation to closure

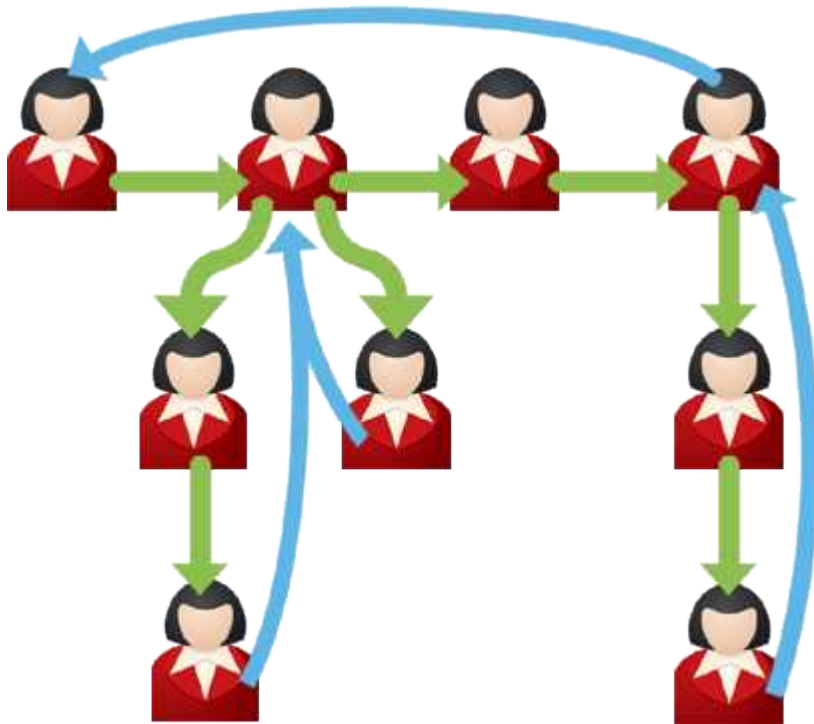
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- ★ tmail is a simple and intuitive task management system for automating day-to-day task flows across organizations or globe
- ★ To get an introduction on tmail, refer http://www.gcollab.com/static/docs/introducing_tmail.pdf before proceeding further

Serve your customers using tmail



tmail is an excellent system for serving internal or external customers by managing their queries, complaints, suggestions etc. from initiation to closure

As a service provider, you can follow these steps to enjoy the benefits of tmail

- ★ Read more about tmail, if you like, at <http://www.gcollab.com>
- ★ Get yourself registered. Registration is free for all types of usage, whether commercial or non-commercial.
- ★ Tell your user ID to customers and request them to initiate complaints through tmail, so that it appears in your to-do list automatically
- ★ Collect the user IDs of all the people whom you may like to assign tasks. They may be either employees of your organization, or associates. If someone does not have a user ID, recommend him to have one, telling that you are in need to assign him some tasks.
- ★ For your convenience, fill your contact list with users whom you assign tasks frequently
- ★ **You are ready for receiving and assigning tasks!**
- ★ Explore all the features of tmail to use its full power



Thank you!