



Navsya Technologies Pvt. Ltd.

BlueChilli BizAssist
Query Management System

Agenda

- Query Management System (QMS) Overview
- System Features
- Sample Screenshots



QMS Overview

- Web Based Query Management System (QMS) accepts the queries and requests online onto company's websites from the customers and provide the Online Solution to it through relevant information.
- Providing solution to customer complaints and feedback is what differentiates companies in their work process. Our solutions help organizations manage, assemble and analyze customer complaints and feedbacks to improve customer service.



System Features

- Message Broadcasting on the Portal as Announcements
- End User Call logging from their browser
- Customer Call logging from their browser - authenticated by customer or contact
- Close / Reopen Call / Resolution text entry / Add Attachments
- Call Categories
- End User Management through database
- Full audit trail of Events
- Customer details, Contacts Services enquiry from ticket
- Monitor Call Progress & Pending Calls through Reports
- Email notifications
- Build Knowledge Base & Search
- Call volume analysis
- Reports
- Graphical Representations using 3D charts





Sample Screenshots

Customer Management

Quick Links

- Users**
 - Create Users
 - Search Users
- Brokers**
 - Create Brokers
 - Search Brokers
- Queries**
 - Search Queries

Search Customers

Reference Number *

Family Code *

Customer Name *

State *



March 2010

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Search Queries

Ref. Number

Customer Name

Priority

Query Text

Show me

All Queries

My Queries

Advanced Search

Ref No	Broker Name	Family Code	Contact	State	Phone	
a123	testbroc	F321	mrjignes	Maharashtra	25638099	
asdf2	newbroc	asd2211	asd	Maharashtra	24578777	
asdf 12345	some broker comp5	fam fam5	mr asdf5	Madhya Pradesh	212121215	

10 Page 1 of 1 Total 3 Records Found

Search Customers

Customer Name

Advanced Search

Notes

This is a test note. You can add quick notes.

Create Query Templates

Sow Your Money • Grow Your Money

Quick Links

Users

- Create Users
- Search Users

Brokers

- Create Brokers
- Search Brokers

Queries

- Search Queries
- Internal Queries

Create New Template

Title

Department

Template Description

Template Type Internal External



Search Queries

Broker Name

Priority

Query Text

Show me

- All Queries
- My Queries

Advanced Search

Title	Type	Department		
Printing and Stationery	Internal	Administration		
Late comings	Internal	Administration		
Leave request	Internal	Administration		
Attendance	Internal	Portal Admin		
Leave request	Internal	Portal Admin		
Payroll	Internal	Portal Admin		
Virus ALERT!	Internal	Portal Admin		
Data Transfer	Internal	Portal Admin		
Mail accounts Issue	Internal	Portal Admin		
Systems maintenance	Internal	Portal Admin		

Search Brokers

Broker Name

Advanced Search

Notes

Query Management

Quick Links

- Users
 - Create Users
 - Search Users
- Brokers
 - Create Brokers
 - Search Brokers
- Queries
 - Search Queries

Search Queries

Ref. Number

Customer Name

Priority

Query Text

Show me

All Queries

My Queries

Advanced Search

Search Customers

Customer Name

Advanced Search

Search Customers

Reference Number *

Query Management

You are creating a Query for: TESTBROC
 Query Reference No: P12732010114333687

Raise Query With *

Priority *

Subject *

Query *



March 2010						
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	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Notes

This is a test note. You can add quick notes.

Query Resolution

Quick Links

Users

- Create Users
- Search Users

Brokers

- Create Brokers
- Search Brokers

Queries

- Search Queries

Search Queries

Ref. Number *

Search Queries

Ref. Number

Customer Name

Priority

Query Text

Show me

All Queries

My Queries

Advanced Search

Search Customers

Customer Name

Advanced Search

Query Management

You are viewing a Query of: SOME BROKER COMP5

Query Reference No P32732010114726828

Query Raised On 09-Feb-2010

Query Raised By Admin Admin

Query Owner Admin Admin

Raise Query With *

Priority * LOW

Subject * aasd

Query * asadas

Resolution *

Resolution Date *

Status *



March 2010

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9	30	31			

a test note. You quick notes.

Tasks and Reminders

Dashboard Masters Users Brokers Queries Utilities Queries Reports Chat Logout

Admin Panel

Announcements: • This is a test announcement

REMINDERS TASKS

○ There are no pending reminders.

Calendar Schedule

Today's Schedule Add a Reminder

Priority: Medium

Subject:

Start date: 21/7/2010 01:30 P.M.

End date: 21/7/2010 02:30 P.M.

Meeting-type: Anniversary

Meeting-with:

Status: New

Remarks:

Reminder me: Dont Remind Me Before Start Time

Submit Reset

QUERY BY STATUS

No data to display. No data to display.

Quick Links

- Users
 - Create Users
 - Search Users
- Brokers
 - Create Brokers
 - Search Brokers
- Queries
 - Search Queries
 - Internal Queries

Search Queries

Broker Name:

Priority:

Query Text:

Show me

All Queries

My Queries

Advanced Search Submit

Search Brokers

Broker Name:

Advanced Search Submit

July 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
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Notes

Online Chat with External Customers / Agents

The screenshot displays the BizAssist Chat interface. On the left, there are two chat windows. The top window, titled "two two", shows a conversation where "Admin" says "Hello", "two" says "two says:", and "two" says "This is my sample query". Below the text is a text input field with two arrow buttons. The bottom window, titled "nubs c", shows "Admin" saying "Hello" above another text input field with two arrow buttons. On the right, a "BizAssist Chat" window shows a list of active chat sessions: "nubs c" and "two two", each with a blue person icon. The central background area is grey and features the "BizAssist Chat" logo in a light, semi-transparent font. A small double-slash icon is visible in the bottom right corner of the right-hand chat window.

Chat History for Audit Purpose

Quick Links

- Users
 - Create Users
 - Search Users
- Brokers
 - Create Brokers
 - Search Brokers
- Queries
 - Search Queries
 - Internal Queries

Search Queries

Broker Name

Priority

Query Text

Show me

All Queries

My Queries

Advanced Search











Search Brokers

Broker Name

Advanced Search

Chat History

Date Range * To

From	Chat History	Date	
Sachin Bhagat	Chat with Sachin Bhagat	29-Jun-2010	
Sachin Bhagat	Chat with Sachin Bhagat	13-Jun-2010	
Sachin Bhagat	Chat with Sachin Bhagat	27-May-2010	
Test User	Chat with Test User	11-May-2010	
Test User	Chat with Test User	05-May-2010	
Sachin Bhagat	Chat with Sachin Bhagat	04-May-2010	
Sachin Bhagat	Chat with Sachin Bhagat	27-Apr-2010	
Sachin Bhagat	Chat with Sachin Bhagat	16-Apr-2010	
Sachin Bhagat	Chat with Sachin Bhagat	06-Apr-2010	
Sachin Bhagat	Chat with Sachin Bhagat	04-Mar-2010	

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July 2010

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
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Notes

Benefits

- Create a Query Knowledge base
- Easy access to FAQs
- Reduce the number of queries by providing predictive solution before query is raised
- Quick and easy Query Escalation matrix
- Email based Alerts and Reminders
- Online Chat to solve queries of registered customers
- Online Customer Account to log queries



Technical Details

- Completely built using Open Source Platform using Java Technology
- No Licensing Required
- Web based solution, easy access from anywhere
- Can run on any Hardware, Operating System, Application Server
- Can run on any database
 - ❖ Oracle
 - ❖ mySQL
 - ❖ MS-SQL Server
- Easy integration with ERP Applications





Thank You!