



Enhance the Service CloudTM with KT

Resolve cases faster with Situation Appraisal troubleshooting. Find the source of the issue with Problem Analysis root cause determination. Evaluate and improve your Kepner-Tregoe (KT) expertise with integrated KT Coaching and Assessments. Experience the efficiency of the industry leading KT ResolveSM methodology integrated effortlessly into the case and problem management flows.

Situation Appraisal

Instant access to troubleshooting in the case management process! Systematically plan the resolution of concerns. Greater transparency and visibility into critical issues and work priorities enables increased collaboration among experts from various departments. List clear and complete concerns and the action plan to resolve them!



Root Cause Determination

Solve once, solve faster and reuse the solution. KT Problem Analysis is the ITIL[®] recommended process for determining the root cause of a customer's issue.

Boost Metrics

Improve customer satisfaction ratings, reduce case backlog, lower cost-per-case, and accelerate resolution times.



Coaching and Assessments

Train new agents and ensure the quality of the pros! With one click an agent can quickly indicate to a Coach that assistance is needed with a case. Schedule review of cases, more frequent for new agents and occasionally for pros. Promote friendly competition as agents see how they compare to the group and their progress over time.

