

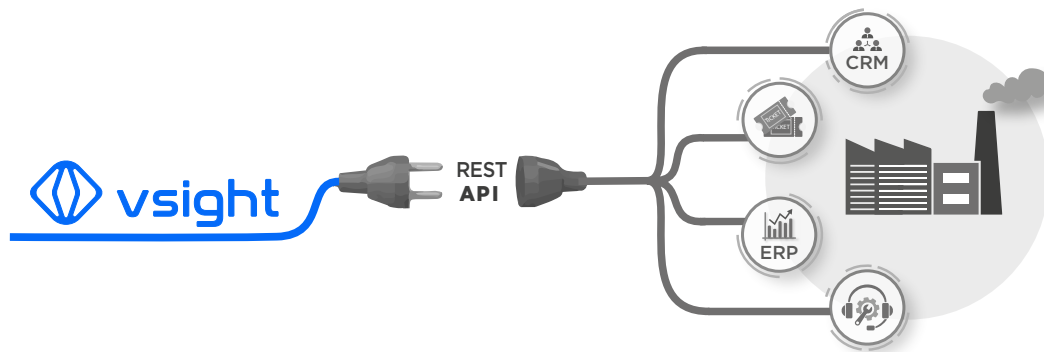


# CRM/ERP/TICKET SYSTEM INTEGRATION

INTEGRATE YOUR CRM/ERP/TICKET SYSTEM VIA AN OPEN API, TO SIMPLIFY AND MONITOR YOUR OVERALL SERVICE MANAGEMENT, REPORTING AND DOCUMENTATION

Starting with the PRO-License, **VSight Remote** comes with an own ticket system that allows you to allocate sessions to a ticket. Thereby, you can compile documentation and create a history, which helps you to keep track of your ongoing and solved service issues.

In case you already have a ticket system in place (e.g. via a CRM/ERP systems), **VSight Remote** can be integrated into your existing service processes. Starting a **VSight Remote** session directly from your CRM/ERP ticket offers maximum comfort and efficiency both for you and your technician or customer in the field. And the best for last: After the session ends, all information and session export data are linked back to your CRM/ERP/ticket system for full traceability, reporting and documentation.



## BENEFITS

- ◆ **Integrates** with your existing service processes, paving the way for maximum efficiency
- ◆ **Improved** processes without changing the familiar work environment of your employees
- ◆ **Automated data storage** eliminates the need to manually attach session data to tickets
- ◆ **Compatible** with all CRM/ERP Systems that have a REST API interface

## REQUIREMENTS

- ◆ **REST API interface** provided by your CRM/ERP system
- ◆ **Customizable configuration** of your existing CRM/ERP system

## USE CASE SCENARIO

Just imagine you are being called by your client to solve an existing machinery problem. You, as the expert, cannot solve the problem via the phone, but can right away open a ticket on your integrated CRM system. By clicking on the VSight button in this ticket, you immediately start a **VSight Remote** session. Thereupon, your customer receives a guest access link per email and/or SMS to also join the **VSight Remote** session. His respective contact details are automatically derived from the data stored in your CRM system.

Via the CRM ticket system integration, both parties can easily and swiftly connect to the same **VSight Remote** session and collaborate remotely to solve the machinery problem. After you ended the session, all session data will be attached to the ticket and stored on your CRM system and hence will remain available for future access.