

Prematix is an emerging Technology company. We provide Enterprise IT based services and create leading edge solutions for a Digital ecosystem. Prematix serves Customers in India and abroad. Innovation is our Forte and Service is our motto. We collaborate with the world's most creative companies and remain a trusted service provider for numerous market verticals. Prematix specializes in Product Engineering and we diligently execute IT - Services for Business Transformation.

Counter Alliance Partners



ISSA – “THE ALWAYS ON CUSTOMER SUPPORT SYSTEM”

Intelligent Support and Service Assistant (ISSA) is a robust, full-featured service management suite. ISSA is very affordable and easy to integrate with your existing systems.

ISSA with its virtual agents can engage with customers in a human like manner and provides invaluable assistance to live agents, and it is powered by Artificial Intelligence (AI) called “Insight Engine”.

The AI based solution enables smart conversations with end users, service managers and service engineers with intelligence derived from Enterprise Data like historical call records, knowledge manuals, Technical guides etc.

Customer support

Customers seeking instant help at any hour of the day, have to dial the customer care agent or go through an instruction manual (web/mobile) on self-help. The process is time consuming and it greatly reduces the customer service experience. ISSA provides intelligent self-help to the needy customer, at any point in time.

Key KPI's impacted



Optimizes service costs through assisted self service



Matches workforce to demand



Leverages technology to drive process efficiency and customer experience



Drives revenue using field workforce as a CRM resource



Decreased response time



Increased first call resolution



Higher customer satisfaction score and net promoter score



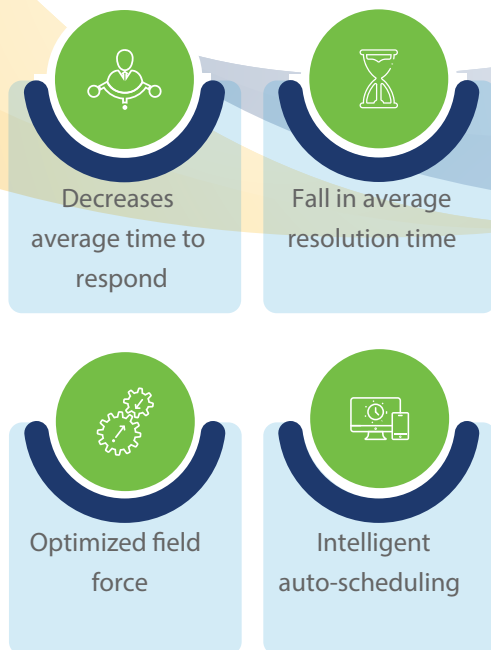
Rise in customer retention rate

Ready business
cloud with
insight engine

Service manager support

The service manager faces a lot of challenges, such as allocating a work order to a designated service engineer because of a mismatch in skill sets, or the unavailability of the service engineer etc. ISSA provides intelligent allocation of service engineer to a specific job.

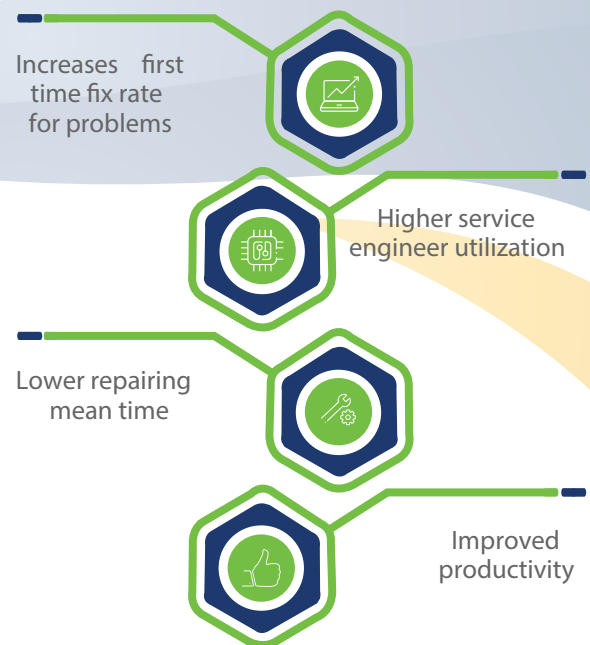
Key KPI's impacted



Service engineer support

A service engineer visiting the site to carry out repairs is not equipped with the repair details and the possible spare parts, required for the repair. ISSA provides the service engineer with the proper repair strategy and the most suitable spare parts.

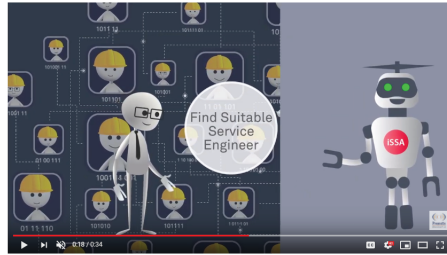
Key KPI's impacted





Customer Support - iSSA

[▶ Play video](#)



Service Manager Support - iSSA

[▶ Play video](#)



Service Engineer - iSSA

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