Hubcase Hosted Solutions

If an organization does not have an in house CRM/helpdesk system, or does not want to integrate with CRM for Vendor escalation. It can always use Hubcase hosted service, and escalation will be "outof-the-box".

Example: ATT customer has iPhone4 dropped call problem escalates to Apple. Both use Hubcase hosted solution.



me Ticket - Customer	▼ Staff ▼ Organization ▼			
GENERAL INFORMATION	TICKET ID: 168139 CREATED BY: ATTADMIN ON 2010-07-16 22:58:35	Quick Links Edit Ticket		
Summary: *	My iPhone 4 keeps dropping calls no matter how			
Request Urgency:	High	My Tickets New Ticket		
Status:	New	My Profile		
Customer Interactions	Internal Notes Escalation Out	Search Tools		
Description:	Updated by attadmin, 2010-07-16 22:59:50 Hi Apple, this appears to be the antenna problem. Please advise. Thanks, att level 3 support.	Public Ticket Search Organization Search		
Attachment:	Choose File No file chosen Attach another file			
Escalated to	Apple 💌			
Send updates to the escalation				

Hubcase

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