gorgias

BEST FEATURES

The Ticketing System

						TAGS	CUSTOMER		ASSIGNEE TEAM		ASSIGNEE USER	CHANNEL
☐	Close ▾	Assign to me ▾	Assign to team ▾	Add tag ▾	More ▾							
☐	(16) NH 545D Hyd Tank Cap Yeah, I'm striking out everywhere unfortunately.					web chat	cooperjeffrey89@yahoo.com		🏢	Rochester	👤 Jesse Straeter	💬
☐	(2) 1963 Fordson NP Super Major Parts I sent Mary a note here to follow up.					email	bsleczka@outlook.com		🏢	Rochester	👤 Jesse Straeter	✉
☐	(2) New Holland Ignition Key Part # MT40... Mary is going to follow up here.					email	33ford@etex.net		🏢	Rochester	👤 Jesse Straeter	✉

The ticketing system allows you to keep track of calls, emails, web chats, Facebook messages, etc. all on the same platform. This will allow you to get rid of your sticky notes, notebooks, etc. and allow your entire organization to be on the same page by assigning each ticket to teams and/or individuals they are associated with.

Call Recording

This is our staff's favorite feature. Forget what a customer said? With automatic call recording, you can refer back to any conversation easily.

Call recordings on Gorgias are stored for 6 months.

Call recording by Curtis Turner

Curtis Turner: +1 260 356 7115
Duration: 3m 16s
Recording:

0:00 / 3:15

Snooze Tickets

Want to put something out of mind for now and be reminded of it later? Snoozing a ticket does just that.

Example: You talk to a customer about getting his tractor inspected, and he says he will when it warms up. You can snooze that conversation for say March 1st, so when that day comes, that ticket will be reopened automatically, reminding you to follow up with the customer about arranging a time to get his tractor looked at now that it is when he wanted to get it done.

Customize Your Views

Setup your dashboard to filter tickets so you can quickly see what you want. Want to only see tickets that are assigned to you, and/or your team? How about tickets that have been tagged as "planter prospect"? The layout is almost limitless to setting it up to your liking. You can also choose to share certain views with other employees, or setup views that are specific to yourself.
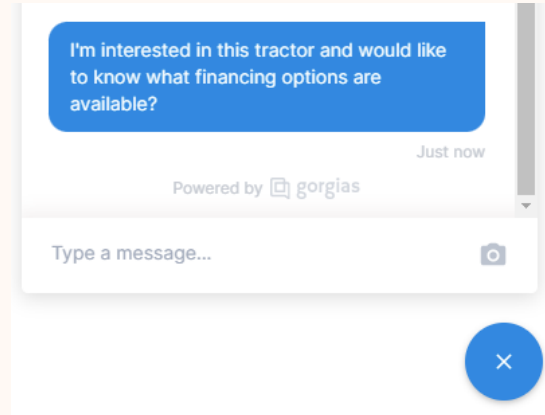

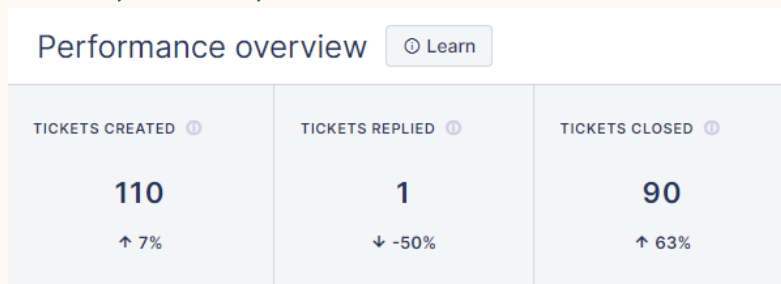| SHARED VIEWS	+
▾ My Tickets	
👋 My Open	0
⏰ My Snoozed	0
✅ My Closed	2.4k

Integration Options

There are many services that link with Gorgias so that you can capture and keep track of all your customer inquiries in one place.

- ✓ Phone
- ✓ Email
- ✓ Website Chat
- ✓ Facebook / Messenger / Instagram
- ✓ Twitter
- ✓ Native text messaging coming Q1 2022

I'm interested in this tractor and would like to know what financing options are available?

Just now

Powered by gorgias

Type a message...

Statistics, Statistics, Statistics

Performance overview ⓘ Learn

TICKETS CREATED ⓘ	TICKETS REPLIED ⓘ	TICKETS CLOSED ⓘ
110	1	90
↑ 7%	↓ -50%	↑ 63%

Want to know more about your business activity? There is no shortage of statistics to look at. Quickly find answers to questions such as:

- How many calls did we have this week?
- How many tickets does one store get vs. another over a specific length of time?
- How many tickets come in over lunch?
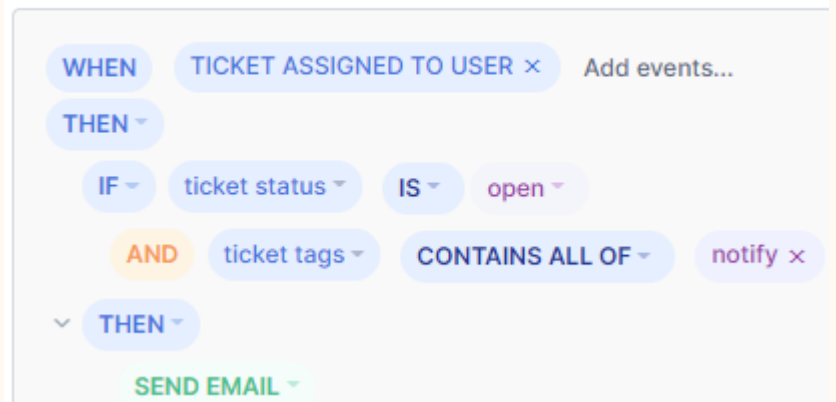- How many calls does your best salesmen take vs. your underperformers?

Create Rules

You don't need to be a developer to create "if this, then that" rules to set automated actions to take place when the conditions are met.

Sample use cases:
- Send an email reminder when a ticket becomes unsnoozed.

- Notify the appropriate staff when someone comments on a Facebook post.

- Send a text message notification to your staff when a new chat comes in on the website to increase response time.

Rule conditions

WHEN   TICKET ASSIGNED TO USER ✕   Add events...

THEN ⌄

  IF ⌄ ticket status ⌄ IS ⌄ open ⌄

    AND ticket tags ⌄ CONTAINS ALL OF ⌄ notify ✕

⌄ THEN ⌄

  SEND EMAIL ⌄

Please contact me if you would like to learn more or discuss transitioning to Gorgias.

Jesse Straeter
CEO

New Holland Rochester, Inc.
1260 E 100 S, Rochester, IN 46975
E: jesse@nhreq.com
O: (574) 223-2714, option 6 | **C**: (574) 835-0448