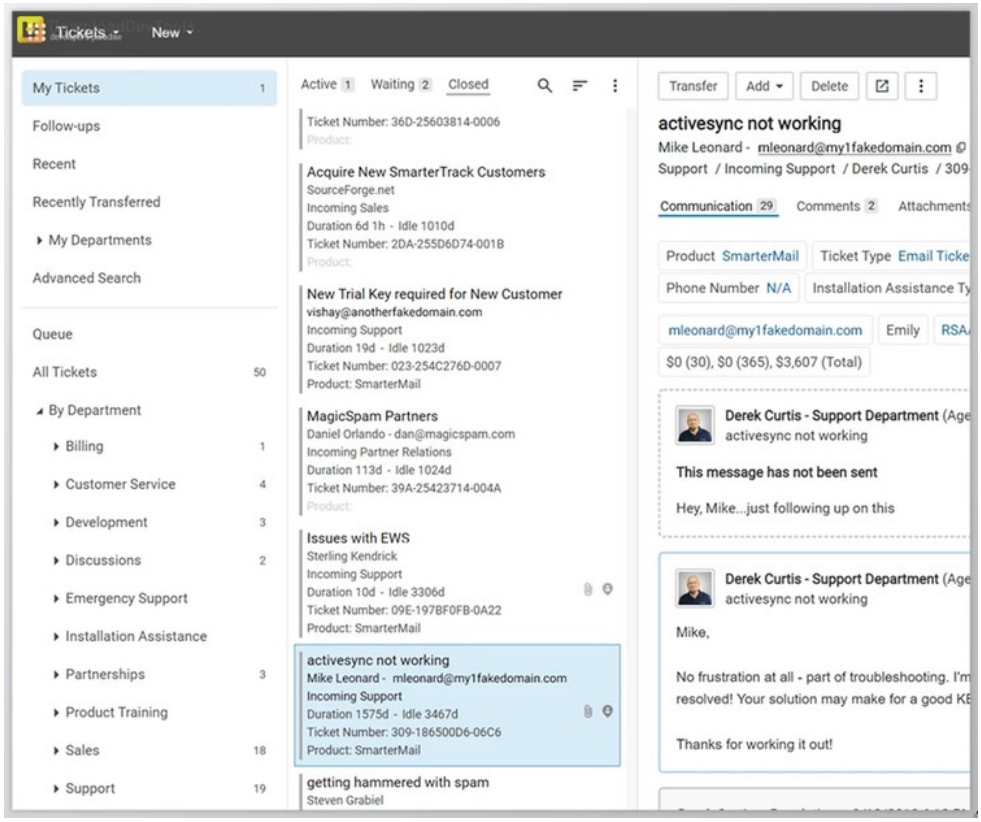
SmarterTrack v100.0.9511 (15 Jan 2026) Enterprise Edition

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is a powerful help desk solution that simplifies and enhances customer support by bringing all communication channels into one platform. Whether handling tickets, live chats, or phone calls, SmarterTrack ensures businesses can respond quickly and efficiently to customer needs. It consolidates everything into a single interface, making managing and tracking interactions easier and helping companies consistently deliver excellent service.

SmarterTrack automatically generates support tickets from customer emails and routes them to the right agent based on specific criteria like language or expertise. Live chat allows instant customer communication, and phone calls can be logged and tracked alongside other interactions. The system also includes task management features so agents can keep track of follow-up actions and ensure nothing slips through the cracks. Managers can also access extensive reporting tools to monitor performance and service levels.

SmarterTrack also offers a customizable customer portal where users can create tickets, start chats, read knowledge-base articles, and participate in community discussions. The knowledge base helps customers find answers independently, while the community feature fosters interaction between users and the business. Additionally, the platform supports mobile access, so agents can work from anywhere using the SmarterTrack Mobile app, available on both iOS and Android.

Key Features of **SmarterTrack** :

1. Ticketing System: This system converts customer emails into tickets and routes them to the right agent based on

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various factors, ensuring quick and accurate responses.
2. Live Chat: Offers instant communication with agents, allowing for quick problem resolution and cost efficiency by enabling agents to handle multiple chats simultaneously.
3. Call Logging: Tracks phone calls and ties them to existing tickets or creates new ones, ensuring thorough follow-up and seamless integration with phone systems.
4. Task Management: Allows agents to manage tasks that arise from tickets, chats, or calls, ensuring follow-through and keeping customers informed once tasks are completed.
5. Administration: This tool provides easy setup and management, including detailed reporting, event automation, customizable surveys, and multi-brand support.
6. Customer Portal: A customizable interface where users can submit tickets, start chats, access knowledge base articles, and engage in community discussions.
7. Knowledge Base: A self-help repository with articles that assist customers in solving issues independently while boosting the company's search engine visibility.
8. Community: An interactive platform where users can share ideas, solve problems, and engage with the business and each other, with features like upvoting and recognition for top contributors.
9. News Items: Keeps customers informed with updates on company news, product launches, and service issues while also enhancing SEO.
10. Reporting: Offers over 70 reports to monitor agent performance, customer satisfaction, and overall service levels, providing actionable insights.
11. Mobile Access: Agents and managers can work from anywhere using the SmarterTrack Mobile app, available on iOS and Android devices, ensuring flexibility and continuous service.

版本列表

SmarterTrack v100.0.8979 (01 Aug 2024) Enterprise Edition

SmarterTrack v100.0.9056 (17 Oct 2024) Enterprise Edition

SmarterTrack v100.0.9343 (31 Jul 2025) Enterprise Edition

SmarterTrack v100.0.9413 (09 Oct 2025) Enterprise Edition

SmarterTrack v100.0.9511 (15 Jan 2026) Enterprise Edition

SmarterTrackv100.0.8572 (22 Jun 2023) Enterprise Edition

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