forum**tonic**
BY servicetonic

COLLABORATIVE TOOL

Effective communication and collaboration
for work teams

servicetonic.com

EFFICIENT MANAGEMENT OF WORKSPACES

Over time, the place from which we work matters less and less, so ServiceTonic has created this collaborative tool, a space where team members can communicate and collaborate regardless of distance.

With ForumTonic distances disappear.

Stay connected with your colleagues and clients no matter where they are and keep working effectively with ServiceTonic®

OUR OBJETIVE

Stay connected with your colleagues and clients no matter where they are and keep working effectively with ServiceTonic®

01 TEAM COLLABORATION

Agile communication between a team's agents, a place to collaborate, share information, knowledge and/or documents.

02 USER COMMUNITY

A space or forum where a set of users with a common interest share information and communicate (whether they are agents or clients).

03 COMMUNICATION CHANNEL

One-way communication channel to notify any information to the users subscribed to the workspace.
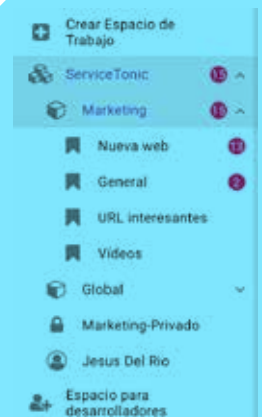
SOLUTIONS

Through the creation of workspaces, give your agents and users access to open channels with defined themes, allow the creation of private channels, and authorize agents and users who have subscribed to the workspace to send each other direct messages.

WORSKSPACE

Workspaces must be linked to one or N services. Invite your agents to subscribe to these in order to access their content.

CHANNELS

Dentro de cada espacio de trabajo, puede crear tantos canales como se desee, tanto abiertos, donde podrán acceder todos aquellos suscritos al espacio de trabajo, como privados, donde el creador de este puede invitar a aquellos agentes, suscritos al espacio de trabajo, que desee.

TOPICS

Within the channels there will be topics where agents and users can interact with each other: spaces where to upload files, communicate with colleagues and customers, discuss work matters and much more.

DIRECT MESSAGES

Do not forget to allow direct and fast communication between users. ServiceTonic allows direct messages, an instant communication between two agents or subscribed users to the workspace.

And all this configuration, as always, following the ServiceTonic philosophy, access through role-based permissions, and simple configuration. In other words:

SERVICE MANAGEMENT MADE SIMPLE

CONTACT:

+34 93 242 03 50 - BCN
+34 91 112 67 20 - MAD

LOCATION:

Aragó, 383, 6º – 08013
Barcelona - Spain

Paseo de las Delicias 30, 2º – 28045
Madrid - Spain

WEB:

servicetonic.com

servicetonic
Service Management Software