Customer care, made easy

Deskero was born from an aspiration: to deliver perfect customer care by creating a personal relationship with clients. We believe that in our super-competitive contemporary environment a successful business needs trusting and loyal clients, a real fan base of enthusiastic adopters.

Just a dream? Not at all: those strong bonds with clients can be achieved through impeccable customer care, ready to go beyond traditional clichés of question and answer. Offering a "standard" service isn't enough anymore: a business venture has to create **an open and constructive dialogue with its client network, in order to fully understand their needs and listen carefully to their feedback.**

Deskero offers companies a simple and effective tool to make customer care easier, quicker and more modern. The goal? To simplify the management of service assistance with **an über-functional software that also fully exploits all the possibilities of a multi-channel environment.**

Put some order into chaos

Internet and modern technology have **multiplied the number of communication channels**: e-mails, phone calls, chats, web sites, social networks… how can companies efficiently manage all this, at the same time?

Deskero is a cloud-based software that can immediately be used from any PC connected to the Internet. Its aim is, quite simply, **to bring some order into all the requests that a company receives through any type of media and merge them into a single database**. Through Deskero everything will be constantly trackable, instantly accessible with only a few mouse clicks … and impossible to forget: no more messy post-its hanging around overcrowded desks to keep track of things!

The focus of the software is on sheer **simplicity**: our aim is to offer truly impeccable customer service, in a straightforward way that is easy to access for anyone.

A thousand possibilities, one software

Deskero has **tons of different features** specially designed to streamline clients' and tickets' management, to reduce answering time and to simplify the organization of the customer care team. The software makes it possible to:

- manage **multiple channels at the same time**, through a unified interface;

- guarantee smart special treatment to designated **top clients** by offering them an advanced customized service;

- create **tailor-made workflows** to perfectly suits your customer care team;

- create **templates** for the most common answers, to speed up the process;

- organize a self service portal (or **knowledge base**) with a public database of solutions, that clients can freely browse;

- use a **chat** system to get in touch with an agent in real time;

- gather feedback and comments **directly from your web site**, through an easily customized widget;

- access useful **analytics** to visualize and keep track of your team's work;

- **customize** every aspect of the graphical appearance of a web portal to suit different styles;

- easily manage clients and team on the go, through Deskero's smartphone and tablet apps.

And it doesn't end there! Deskero isn't your usual boring management software: it has a truly bold personality. Great care was taken over the design of its **brand new user-interface,** which is graphically beautiful, minimal yet flexible enough to easily adapt to any kind of necessity: the software is so intuitive and simple to use that it won't require any kind of training.

Perfect for every type of business

Deskero is available **with four different service plans** designed to cover for all kinds of businesses. After several years of experience with companies of every tipe and size, we know from that customer care teams are always unique: every company has very specific needs.

This is why we've created flexible plans, that can be easily customized.
We even offer a **completely free plan** that's perfect for businesses that want to try out the software without time limits.

And of course, there are plenty of options for companies that need a more advanced support, including a complete **enterprise service** that can be completely custom-configured. Our team can offer any type of personalized installation, creating custom cloud installations on any geographical location, as well as developing personalized features and integrations. We can also offer technical and operative training, at any level required by your existing staff.

Where does it come from?

After spending a decade as a software architect and project manager, helping out small and big companies in the service industry, **Fausto Iannuzzi** decided to find a better way to offer truly great customer care: with a new, streamlined software. Having put together a team of developers and designers, in 2013 he designed Deskero: a completely new and highly innovative customer care software.

The software is now used by hundreds of companies from all around the word: from corporate enterprise to freelances, from e-shops to public offices. The Deskero team has never stopped working hard to further improve its user's experience, by implementing new features to get in touch with customers in the easiest and smartest possible way.

Contacts

Website: www.deskero.com
General informations: info@deskero.com
For technical support: support@deskero.com
For infos about pricing and quotations: sales@deskero.com

Fausto Iannuzzi (CEO and founder)
fausto@deskero.com

Nicolò Canal (Sales Manager)
nicolo@deskero.com