

## QL Contact Management—A new streamlined workflow process for QL customers

The need for improved service delivery is a priority for forward thinking housing organisations. Aareon is committed to providing the latest technology for our customers to continue to develop their efficiency and QL Contact Management is one such product.

Swaythling Housing Society, Octavia Housing and Care, Pontypidd Housing Association, Cosmopolitan Housing Association and CDS Co-operative Development Society have all recognised the advantages in implementing QL Contact Management, creating a system of monitoring all contact between their organisation and its tenants / contractors and enables a streamlined workflow process for follow-through on actions.

Swaythling Housing Society comments:

“We chose QL Contact Management in order to improve the service offered to our customers, and it was recognised that we needed a system to log all customer contact that can be viewed and used by all customer facing staff. The contact logging system needed to have some workflow capabilities to allow contacts to be allocated to relevant staff for follow-on actions such as the processing of automatic letters, e-mails, making appointments as well as other actions to be determined as our Customer Service Centre develops”.



QL Contact Management has full integration with other QL software and MS Outlook, enabling the organisation to hold all information necessary surrounding a particular property, tenant or contractor in one system. The design is such that staff are allowed to achieve all their tasks from within one screen. This effectively reduces administration time for an organisation as all information and staff are able to respond to all queries from different departments using the information available.



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