

SutiTalk™

SutiTalk enables companies to maintain customers and partners in a real-time collaborative environment while providing customers a forum to share issues, ideas, and praise in a real-time manageable environment.

SutiTalk allows organizations to understand their customers better by directly interacting with them. SutiTalk enables you to immediately take your help desk global. With its collaborative environment, customers can get answers directly from expert employees; manage their own ideas, questions, or issues; or communicate directly with other customers or partners. SutiTalk is customizable to your company's requirement by enabling a fully global and transparent face to the customer and partners.

Features include:

- ✓ Creation of a help desk
- ✓ Easy Login
- ✓ Post questions, share ideas, create a service request or give praise
- ✓ Allows Private and Anonymus Posts
- ✓ Flexible security and privacy options for posting and sharing items
- ✓ Management console to view employee activity, response time, and issue resolution
- ✓ Invite friends to participate from other email and social networking sites.
- ✓ Service requests can integrate to bug tracking solutions such as Bugzilla.
- ✓ LDAP support for employee registration
- ✓ Bugzilla Integration for tracting problems posted
- ✓ Share topics in other forums, social networking and bookmarking sites
- ✓ Twitter Integration to directly view tweets posted
- ✓ Live Chat between employees and customers/partners
- ✓ Instant Messaging with Gmail users
- ✓ Follow topics of other customers/partners
- ✓ Ad-free environment
- ✓ Add custom widgets to your website
- ✓ Subscription notifications
- ✓ SSL encrypted
- ✓ Domain aliasing
- ✓ Rate posted ideas
- ✓ Internationalization support
- ✓ Data statistics

Get Questions?

Hi, Paramita [SignOut](#)

🔍

TATA Help Desk

Are you working for this company?
[Join Here](#)

Post Topic
📘

Company Help Desk > Post Topic

Question

Provide a Title *

Idea

Describe your Question *

Problem

Describe your Question *

Praise

Describe your Question *

Attachment
Browse...
remove

Specify Product or Service

Pro1

Deselect the Selected Product

[Add More Products](#)

Add Tag

Express your feelings

Private Post 📘

Post Topic

- [Create Ticket](#)
- [Post Topic](#)
- [Products](#)
- [Add Product](#)
- [View All Products](#)
- [Company Updates](#)
- [Solution Articles](#)
- [Online Help](#)
- [Company Representatives](#)

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