Why is it important to implement Funktio Tickets?

We identified the everyday need to manage emails efficiently and transparently. That's why we created a clear and simple SaaS service to avoid the uncertainty of answering your customer's contact and the content of the reply.

# Has your expert responded to the message?

Current situation:

- Your company's marketing and sales efforts have borne fruit, and a request for a quotation has arrived in your info box. In message 1, your expert says they take care of it. In message 2, you ask when the offer needs to be sent out. The message chain continues and you receive message 3 that the potential customer will receive the requested offer the day after tomorrow. In message four, you want clarification about what resources need to be reserved in advance? In message 5, you receive a fine response to that as well. In message 6, you thank for taking care of the matter.

- The next day, your expert still asks the person requesting the offer for additional information in a separate message chain so that a final quotation can be made.

- **Two days later in the evening, a disturbing thought strikes you: did your expert send the offer and with what content?**

# Has your expert responded to the message?

With Funktio:

- The original message arrives visible to all defined users in Funktio instead of being in no man's land in an anonymous box. You see what and when has been responded to, and which of your experts has taken responsibility. All related messages are stored in the service.

- **Thanks to Funktio service channel, the customer is served, you are up to date with the situation, and you sleep well at night.**
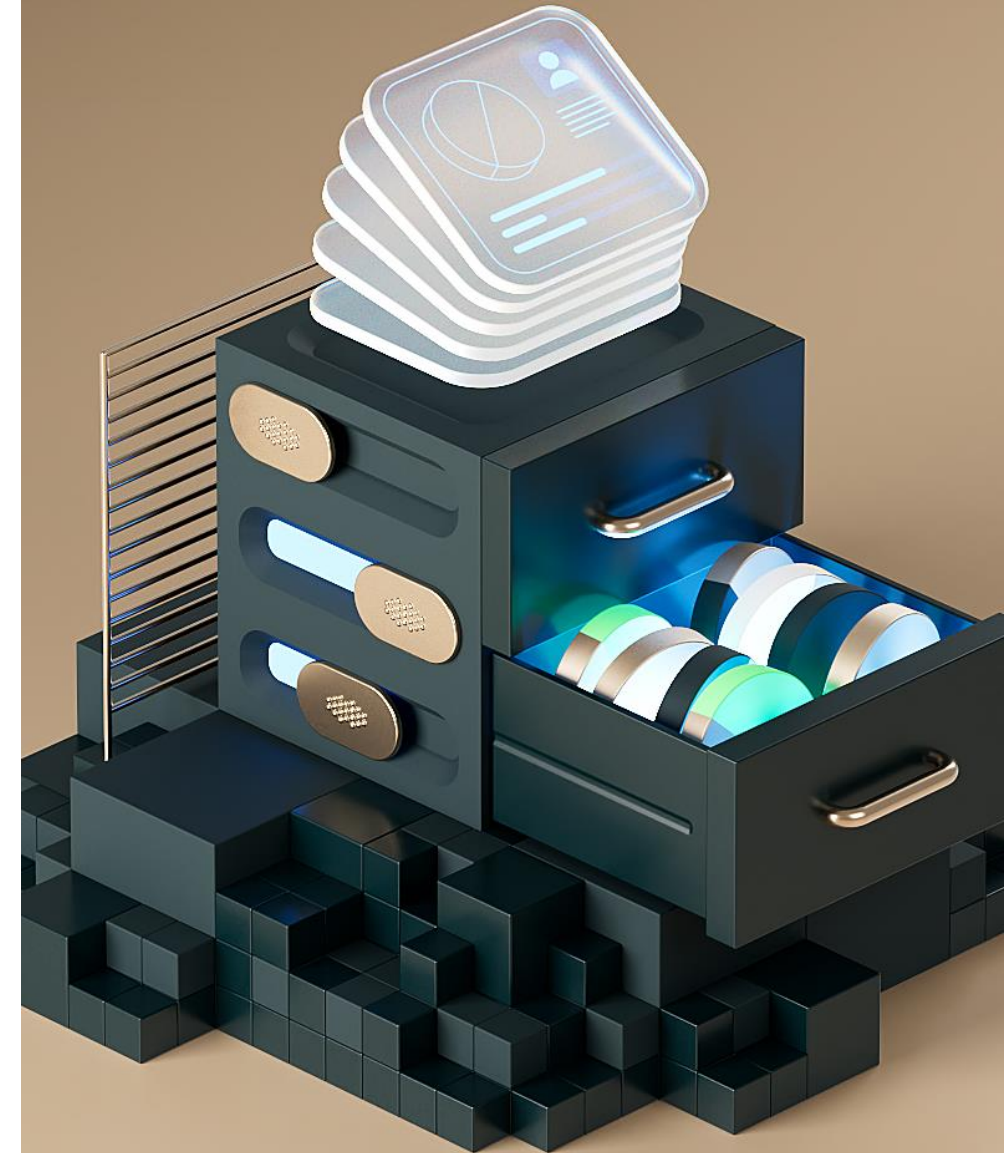
Overwhelming number of helpdesk and service requests or dealer network product queries

Current situation:

- Messages are sent to several email addresses: the helpdesk inbox, and the emails of the service manager, salesperson, or product manager.

- The original message is inaccessible to others in the personal email of someone who is absent.

- Although it concerns the business operations of the company, customer service becomes personalized and the response depends on one individual.

- **The fulfillment of the service promise becomes questionable, and the attraction of the customer magnet begins to fade.**
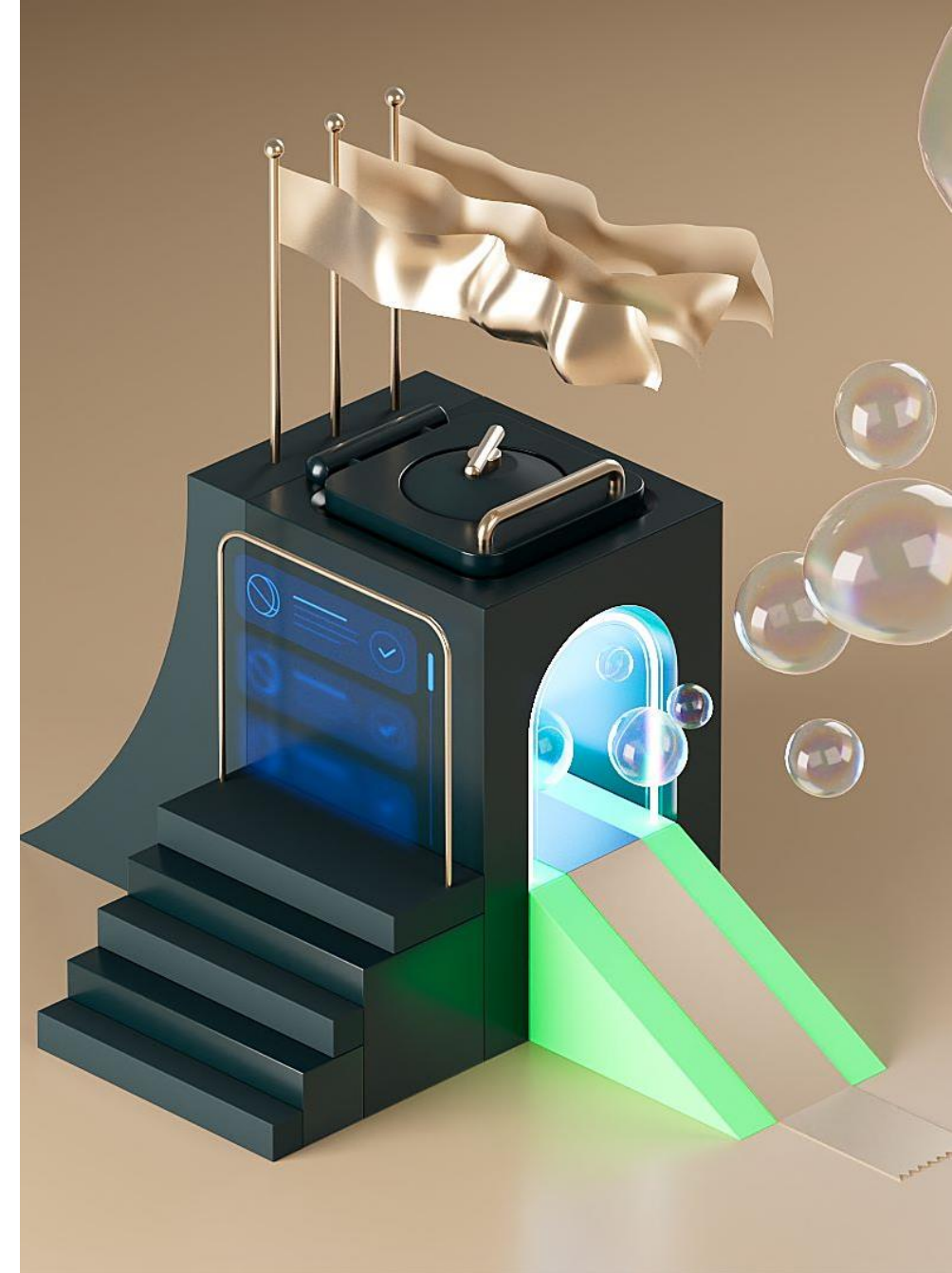
Overwhelming number of helpdesk and service requests or dealer network product queries

With Funktio:

- All messages are **centrally located in one place** and visibly managed, for example, by desired individuals within teams.

- **Previous responses to the same topic can be found ready in the message history**, as well as the method of response.

- **Your service improves and your internal communication becomes transparent.**

Funktio is:

- A channel for enhancing and measuring your customer service.
- An easy channel to avoid unnecessary and time-consuming messaging and re-asking the same questions.
- An internal operational development tool that avoids frustration and mutual suspicions.

You can try Funktio for 14 days free of charge and without commitment.
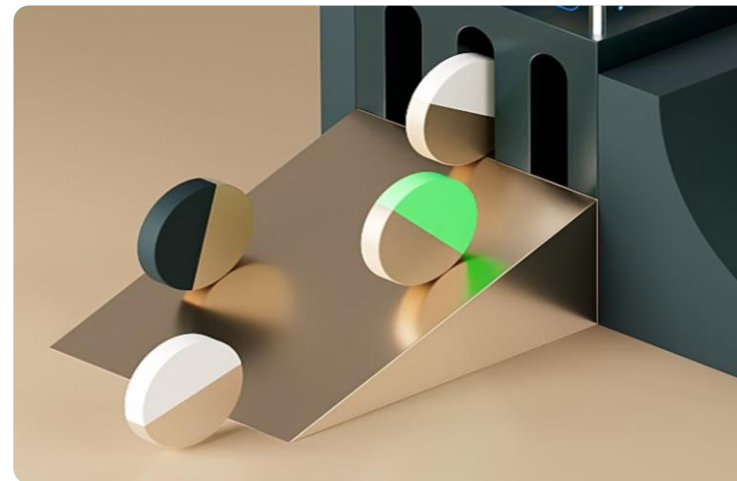
Pricing

Monthly fee 25 € / user

- The price includes a Funktion Basic Plan subscription
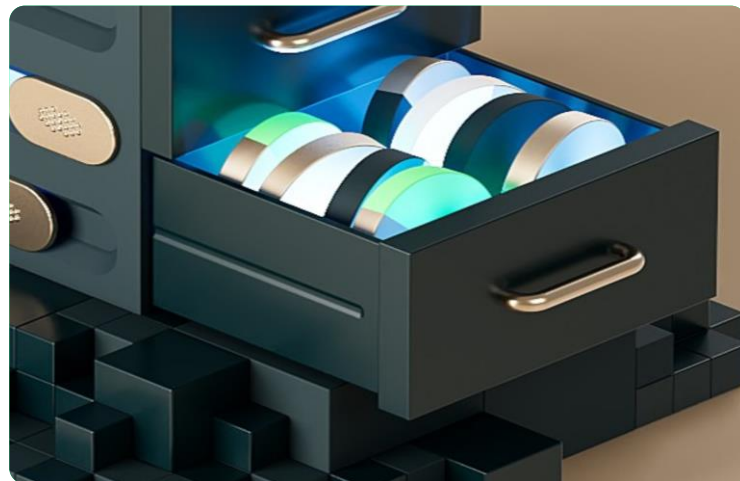
Option

If needed, we offer support during the **implementation phase** starting from 1 500 €.

- Training, field and classification design and implementation, assistance in importing data.

Funktio

Username

Password

Sign in

Sign in with Microsoft

Forgot password?   EN ▼

EN ▼ ⚙ admin ▼ 👤 jyrki ▼

⚙ Main settings
🗂 Tietuemallit
🔄 Automaatiot
⚒ Luokitukset
▦ Ryhmät
👤 Käyttäjät
▤ Rajapintasovittimet

🔍 | ▼ Filters | ☁ Save search | ⬇ Load search

▥ Columns

☐	Number ↓	Luotu	Requester/contact	Ticket type	Subject	Handling status
☐	100175	16.10.2024 13:12	Jyrki Sundström		VL: Welcome to the free edition of Lenny's Newsletter 🎉	uusi
☐	100143	27.09.20:			er funktio-prod01	suljettu	Jyrki Sundström
☐	100124	23.09.20:				uusi
☐	100122	21.09.20:			leads	uusi
☐	100118	18.09.20:				odottaa	Kari Kangasluoma
☐	100116	17.09.2024 13:07	Jyrki Sundström		Lavallinen valkosipulimajoneesia	uusi

◄ Tiketit
Tiketti

Number
100175

Ticket type

Source
sähköposti

Ticket owner

Subject
VL: Welcome to the free edition of Lenny's Newsletter 🎉

Add new (Tiketin viesti) — □ ✕

Tyyppi*
Sähköpostiviesti ▼ | Select titles | Drop titles here to select

Vastaanottajien sähköpostiosoitteet
Jyrki Sundström (jyrki.sundstrom@verkkoasema.fi) Ticket requester ✕
To: Email Address

Aihe*
VL: Welcome to the free edition of Lenny's Newsletter 🎉 #100175

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B I U ⌇≡ ⌇≡ ▣ signature

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⊘ Cancel all ✉ Send

|◄ ◄ 1 2 3 ► ►| 25 ▼ items per page — 1 - 25 of 52 items

≣ Mass operations

⬆ Export to Excel | ⬇ Import from Excel