

## asyst<sup>DL</sup>:Customer Relationship Management

*jUSTImagine*, a web based, centralized database where your organization can efficiently track and process all internal and external issues, complaints, and tasks you're responsible for managing. From any web enabled device, enter, assign, update and complete any set of tasks or issues. Easily know the status of any issue from the office, at home, or while on the road. With **asyst<sup>DL</sup>: Customer Relationship Management** you can do that today!

- **asyst<sup>DL</sup>: CRM** is a web based customer relationship management system. You can track the status of all issues from any location that has an internet connection. You don't have to be in the office or at your desk!
- Easily track the resolution of any constituent's call, letter or e-mail on any type of issue in one web based database.
- Maintain complete documentation on all activities tied to the issue. In one place you have all calls, emails and even electronically attached documents for any issue.
- Easily print reports to track issues that are over due or "to do" lists for the day for your staff.
- With one integrated database, once you enter in a contact or a location, you don't have to enter that same information ever again.
- You can define any type of issue or task to track ( pot hole, illegal dumping, street sign etc.) and you define the status of each issue (open, closed, void, etc.) and their type of resolution.
- You can also define any type of action that your staff did on the issue (phone calls, emails, letters etc.). You will have a complete documented response for any issue.
- With one click of the mouse, you have the status of all outstanding issues for department or board meetings.
- Best of all, there's no software to load or specialized equipment to buy. **asyst<sup>DL</sup>: CRM** is offered as Software as a Service (SaaS). For \$9.95 per user per month **USTI** provides all the software, all the data storage, all the communications hardware and software. All you need is a computer or other device (iPhone, iPad, smart phone, etc) that has internet access and you're ready to go to work.



**(800) 456-8784 Toll-Free**

**USTI**  
1430 Valwood Parkway  
Suite 130  
Carrollton, TX 75006  
(972) 767-3488 Fax

**USTI Canada**  
650 Colborne Street Suite 7  
London, ON  
N6A 5A1, Canada  
(519) 641-4714

Visit us on the web at <http://www.unitedsystemtech.com>