



Works the Way that you do

All of the contact management and data analysis requirements of the Consumer Care Department are covered in a single software package.

We spent a lot of time talking to potential users, so that we could identify and implement the features which were really important to their day-to-day operations.

Easy to Use

Our customers frequently tell us that SmartResponse™ is a pleasure to use. This is because we have taken great care with the design and layout of our screens and making sure that users see the information they need to see, when they need it.

First-Class Support

We know that our customers rely on us to provide first class support, from initial consultations about their requirements through to ongoing support and maintenance once their system is live. And we make sure we deliver on this.

Surprisingly Affordable

We offer a variety of keenly-priced licensing options from single-user desktop systems through to multi-user installations handling very high data volumes. And our licensing fees are based on concurrent-user levels.

Microsoft Technology

SmartResponse™ is built from the ground up on the Microsoft .Net Framework and is designed to integrate easily with familiar software packages such as Microsoft Word for Windows and Excel.

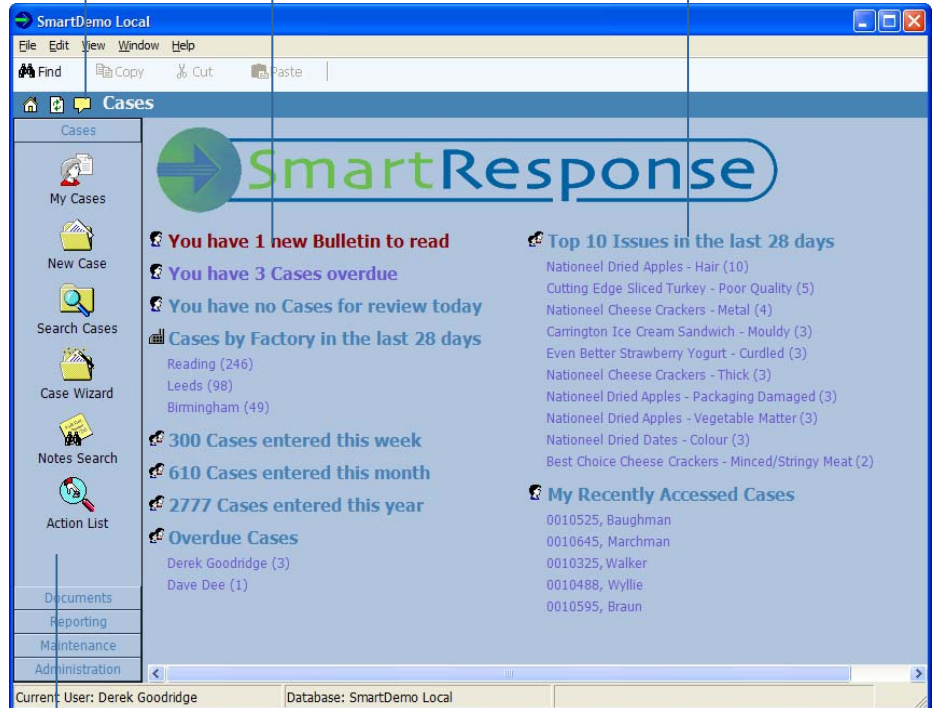
Consumer Services Solutions from Badger Software Ltd

SmartResponse™ gives you all of the features that you need to log and respond to contacts from consumers in a modern, easy to use package.

Designed from the ground up to maximise ease of use and minimise the learning curve, it provides Consumer Care departments with a one-stop data management solution.

Shared Bulletin Board where users can post notes, frequently asked questions and news for everyone to see

Typical "Home Page" view showing key issues, statistics and cases requiring attention



Clean, intuitive user interface with a familiar "look and feel"

About Badger Software Ltd

Founded in 1994, Badger Software Ltd specialises in the development and delivery of high performance database applications for both private and public sector organisations. The company has a well-deserved reputation for its skills and knowledge, demonstrated by the ability to deliver on time and within budget.

SmartResponse™ Key Features

- **Case Management** Create and manage consumer enquiries, requests and complaints from initial contact through to resolution
 - **Full Action History** All tasks performed within a case are displayed in date sequence and actions requiring attention are flagged to the assigned user on their home page
 - **Document Generation and Management** Generate template-based replies to consumers or other contacts associated with the case and store these with the case record
 - **Case Wizard** Guided step by step entry of data required to complete a case - even an untrained user can be up to speed with data entry within minutes
 - **Single View of Key Issues** Get a single view of tasks which need urgent attention and the key issues which consumers are contacting you about
 - **Flexible Reporting and Searching** Intuitive Report Wizard for creation of printable reports and data exports
 - **Fast Comprehensive Searching** Search quickly by key fields or create more sophisticated searches when the need arises
 - **Integrated Post Code Lookups** Simple and clean address entry using validation against UK post codes
 - **Alerts and Warnings**
 - Customisable alerts to ensure that critical issues are not missed by your users
 - Spot duplicate name, post code or wrapper codes when cases are entered
 - See "Top 10 Issues" on the SmartResponse™ Home Page
 - **Ease of Use** A clean intuitive user interface with minimal training overhead
 - **Integration with Microsoft Office** Full integration with Microsoft Word for document generation and Microsoft Excel for data extracts
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Call us on **0118 946 4488** or visit www.smart-response.com for more information or to book a demonstration

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