



Web: www.deskero.com
General info: info@deskero.com
Accountancy: sales@deskero.com
Press release: press@deskero.com
Tech support: support@deskero.com

A thousand possibilities, one software

All this is just the beginning. Deskero has **tons of different features** specially designed to streamline clients' management, reduce answering time and simplify the organization of employees in charge of customer care.

The software makes it possible to:

- **customize** every aspect of the graphical appearance of a web portal to suit different needs;
- guarantee special treatment for the **top clients** and offer them advanced service;
- create **templates** for the most common answers to speed up the process;
- organize a **knowledge base** by entering solutions into a public database that clients can freely browse through their web portal;
- use a **chat** system to immediately get in touch with an agent;
- gather feedback and comments **directly from your web site**;
- access useful visual **analytics** to monitorize the agents' work.

So much more than a simple software

Deskero isn't your usual boring management software: **Deskero has a truly bold personality**, both in its looks and substance.

Great care was taken over the design of its user-interface, which is graphically beautiful, minimal yet flexible enough to easily adapt to any kind of necessity. And it's so intuitive and simple to use that it won't require any kind of training.

The exclusive **social monitor features** enable you to monitorize the social network activities of your products and your competitor and keep in touch with comments and mentions. And it doesn't end here! These features also offer a great way to **analyze day-to-day trends** in the social media assets of any given brand.



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Deskero is the only customer care software to offer companies **really effective tools for managing social network monitoring** without getting lost in a mess of complicated and expensive features.

Perfect for every type of business

Deskero is a brand new software, available **with four different service plans** designed to cover for all kinds of business.

It's the only customer care software to offer **a completely free plan** that's perfect for non-professionals (hobbyists, Etsy shops, Ebay dealers and such like) and businesses who want to try out the software without time limits.

Deskero also offers **a special plan designed for social media managers** that enables them to get the most out of all the social media features even when on a tight budget.

And of course, there are plenty of options for companies that need a more complex service, options giving **advanced ticket management features** to all operators. There is also an **enterprise service** that can be custom-configured to suit any kind of special need.

Where does it come from?

Deskero aims to project customer service into the future by creating new ways of working. It also manages to be **both esthetically beautiful and utterly simple** to use so that customers and agents really feel at home.

After spending a decade as a software architect and project manager helping out clients small and big, **Fausto Iannuzzi** decided to find a better way to offer truly great customer care: with a new, streamlined software. Having put together a team of developers and designers, he designed Deskero, a completely new and innovative customer care software.



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One year of software development and testing, a beautiful user interface aiming to outperform all the competition, communication designed to bring customer service to a new target (not only companies but also social media managers, software houses, e-commerce operations...): Deskero is all this, and a lot more. It's a new way to approach clients and deliver perfect customer care by creating a personal relationship with them.

Contacts

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