

Internal feedback & support

Every comment handled, every request followed through.

COMPANYMESH · FEEDBACK & SUPPORT

Processing queue 3 urgent

#	SUBJECT	SOURCE	URGENCY	STATUS
214	Joint to redo · Showroom	Customer	High	In progress
213	Incomplete invoice export	Team	High	Assigned
212	Idea: filter by branch	Team	Low	New
211	Client portal access	Customer	High	Resolved
210	Label to fix	Team	Low	Resolved

✓ Ticket resolved
#211 · Client portal access
Customer notified · 42 min
Resolved

Every comment handled, every request followed through.

A bug someone spotted, an idea for an improvement, a customer request: this kind of feedback often gets lost in conversations. The Feedback & support module captures it straight from the screen in question, assigns it and tracks it through to resolution.

Feedback with context

Page, screenshot and description sent in one click.

Clear follow-up

Every item has an owner and a status.

Customers who feel heard

Support tickets tracked all the way to a solution.

A tool that keeps improving

Your teams' ideas shape how it evolves.

In this module

- 1 One-click reporting
- 2 Assignment and handling
- 3 Customer support tickets
- 4 Priorities and response times
- 5 Knowledge base

1 One-click reporting

Context captured automatically.

From any screen, a button lets you report a problem or suggest an idea. The page in question and any attachments are saved with the feedback.

What it enables

- Feedback button on every screen
- Page and context recorded
- Screenshots and documents attached
- Urgency level

2

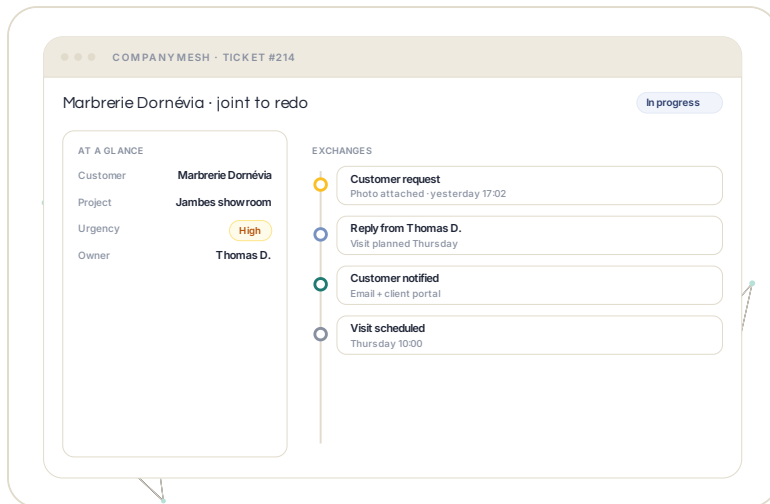
Assignment and handling

An owner for every piece of feedback.

Every item is assigned, discussed and tracked until it's resolved. Mentions let you bring a colleague in.

What it enables

- Assignment and status
- Comments with mentions
- Links between items
- Resolution date



3 Customer support tickets

Structured, reassuring support.

Your customers open requests from their portal. These become tracked tickets, with the full conversation history and a notification for every reply.

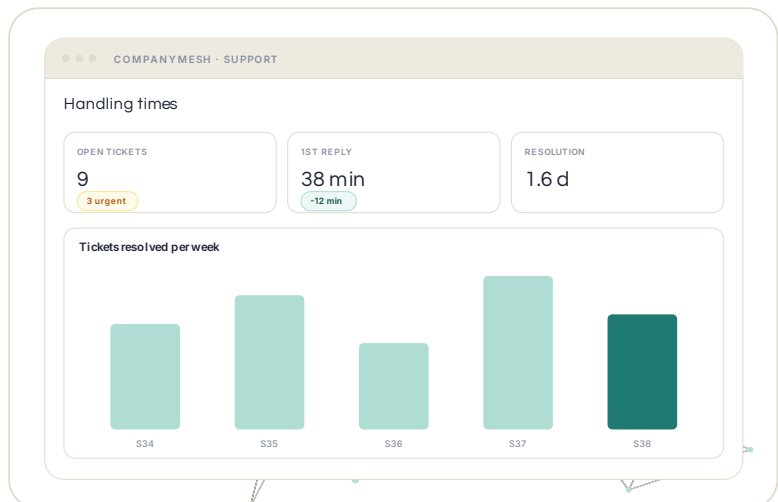
What it enables

- Requests from the customer portal
- Conversation history
- Reply notifications
- Dedicated request forms

4 Priorities and response times

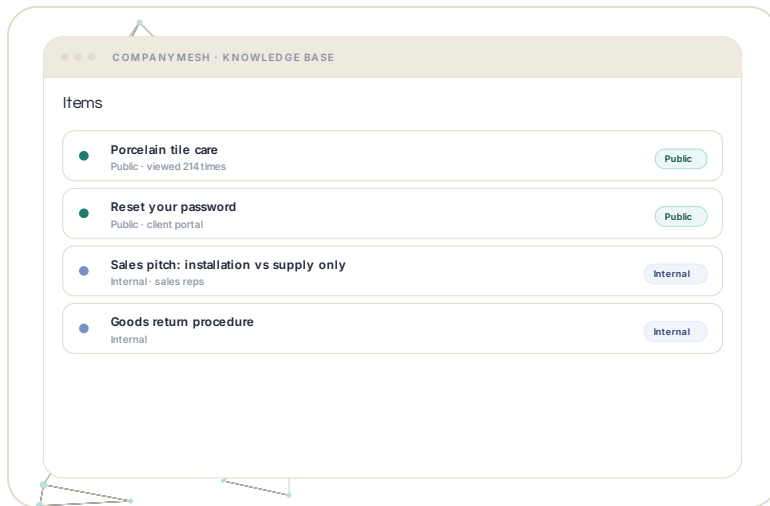
Deal with what matters first.

Urgency, category and age set the order of the queue. Alerts flag tickets that go beyond the expected response time.



What it enables

- Queue sorted by urgency
- Response times tracked
- Overdue alerts
- View by owner



5 Knowledge base

Answers, ready when you need them.

Recurring solutions become articles your team or your customers can look up, cutting down on repeat requests.

What it enables

- Internal and public articles
- Full-text search
- Links from tickets
- Talking points for your sales team

TAILORED

Adapted to your business

Categories, urgency levels, handling workflow, response times, who can report what: we set up support around **your** organisation, for your teams and your customers alike.

This module never arrives alone

We install it, tune it to your rules and train your teams. And when part of your trade fits no box, we build it.

01

A workshop per profile

At least an hour with every job concerned, to set the screens against real working days.

02

The missing module

A need nobody covers becomes a real module, designed for you and maintained like the rest.

03

Tuning as you go

One more field, one less step, an automation: the tool is adjusted while you use it.

CONNECTORS

Available integrations

Compatible with the tools you already use:

Communication

Email

Slack

Microsoft Teams

Technical tracking

GitHub

GitLab

Jira

Non-exhaustive list: other tools can be connected to suit your needs.

Works with

`crm.portal` Client portal

`comms.chat` Team chat & real time

`ops.projects` Projects & production

`dms.documents` Document management & media library

Let's talk about your future tool

Tailored demo, by appointment.

companymesh.eu
simon@devlooper.io
+32 490 46 81 17