

# SIGA

Service  
Management  
System



## TECHNICAL FEATURES

- 100% Web-based
- Multiple database support
- Real-time information
- User profile-based access
- Online monitoring of agent and unit productivity
- Dynamic workforce allocation
- Classification of services performed
- Call alerts via beep or voice
- BI tools and OLAP reports
- Graphic and statistical reporting
- Multiple service queues
- Priority-based queue classification
- LED password display panel
- Password redirection
- Password recall
- Centralized and unit-based management
- Centralized registration (SOA architecture)
- Scalable architecture
- Fully customizable
- Mobile management
- Configurable alerts via email, SMS, and Telegram
- Customizable chat
- Appointment scheduling via web, call center, mobile, and in-person
- Satisfaction rating across multiple criteria
- Integration with external systems
- Queue management