

# Business Alerts

Early warning and prompt resolution of problems can lead to improved customer service and an overall increase in efficiency and productivity. We outline below how Business Alerts can help.

## What are Business Alerts?

It is a programme that automatically sends notifications to the right people, at the right time, when critical issues occur in your business. Accord currently offers alerts for general business issues, such as low stock, expiry date monitoring and late delivery. As well as IT specific problems, such as programme/job stream completion, background task monitor and system health check.

## How do they work?

Business Alerts run as an automatic background task in Accord and monitors your system 24/7. You select the issues you consider most critical from the menu and then set the conditions that will trigger the alert. When a trigger point is reached, the system will generate a message and send it to the appropriate staff members, via email or SMS, to be resolved.

For example, the Low Stock Monitor would be triggered by a products falling below agreed stock levels. The system would email the Purchasing Manger to warn them of the problem so that they can procure more supplies and maintain customer service levels.

## Key Benefits

- It will enable you to **avoid system down-time during business hours** if the on-call technician is aware of tasks failing overnight.
- Comprehensive reports mean **management can track the number of issues** and the subsequent response to them.
- **New alerts can easily be developed** or existing alerts tailored to meet your unique requirements.
- **Comprehensive enquiry and reporting features** provide full tracking of business alerts, such as highlighting errors/failures or current message status.

## Find out more

Contact us today on **0161 355 300** or email [sales@bcpsoftware.com](mailto:sales@bcpsoftware.com) to find out how our Business Alerts system could benefit your business.

