RefPlus: Reference & Request Tracking

RefPlus improves an organisation's knowledge & information service delivery. The intuitive web based interface provides rapid information discovery and simple processes for capturing requests and responding with automated notifications.

Importantly RefPlus can save valuable time for staff with a centralised reference tracking portal to collaborate & manage requests rather than trying to use individual staff email inboxes.

Build a culture of innovation and retain your competitive edge by providing staff and clients with streamlined access to knowledge resources!

Unified Inbox
RefPlus supports multiple channels by retrieving all your inbound requests from email, web, phone and live chat within a single, unified view.

Flexible Request Forms
Flexible web based request forms can be tailored to display different fields for each request type. Choose from a range of field types including text, date/time, check box, drop down lists and more.

Workflow & Routing
Requests can be streamlined for faster response times using rule automation to route incoming requests to the right department or staff member as well as escalate overdue requests.

Integrated Knowledgebase
The central, searchable self service knowledgebase assists with solutions to common questions and allow staff to share helpful articles to better support customers.

Automated Notifications
Keep your clients engaged with automatic notifications when a request is created or updated, and enable staff to add internal notes.

Dashboard & Filters
The Dashboard provides a quick glance at the performance of your reference requests with detailed statistics and charts. Advanced filters enables staff to identify requests based on a range of selection criteria and export the results to CSV.

Response Templates
The Response Templates saves time composing replies to commonly asked requests - you simply choose the appropriate reply template and customise the content accordingly.

Granular Security
Different request forms & types can be configured for each department with the ability to restrict access to requests based on staff assigned to the department.