

advanced CustomerSupport is a total solution for optimal client assistance offering extended functionality for quick problem resolution on all levels of customer service. Focused on the goal of prompt and precise response to all inquiries, *advanced CustomerSupport* serves as the main instrument to increase customer satisfaction.

Active and focused resolution of problems and/or answers to customer inquiries is a strategic success factor - not only in the service sector.

The requirements of customer service rise parallel with increasing competitive pressure. Last, but not least, good customer support is a *quality asset*.

CustomerSupport

advanced CustomerSupport reinforces all levels of customer service. The main objective is to assist customers with problems and questions as quickly and precisely as possible. Available *InstantServices* module makes for a simple and resolute self-help mechanism.

An integration with external service provider is possible with use of the *CallCenterPortal* feature. Consequently, a significant part of customer inquiries can be answered by the first level of support.

Another feature of *advanced CustomerSupport* allows for storage of previously defined solutions, which can be utilized for solving future customer inquiries. This feature allows for smooth escalation process. The second and third levels of support consist of integrated *TicketingSystem* and use the central *KnowledgeBase* for answers and solutions to problems.

Essential system elements

The *KnowledgeBase* is the central solution data base of *advanced CustomerSupport*. Entries are categorized according to questions and possible solutions.

The *KnowledgeBase* serves as the basis for *InstantServices*, *Call-Center-Support* and *Support Services* of succeeding escalation stages.

Support takes place centrally, whereby new problems and related solutions of current inquiry, can be automatically stored as drafts of possible new entries in *KnowledgeBase* - this step activates the editorial workflow.

InstantServices, like FAQ, Online Help, Troubleshooter and Glossary use authorized and therefore available sections of the *KnowledgeBase*, and offer contingent and individual self-help options. In addition, all *InstantServices* can also be easily integrated into existing portals.

CallCenterPortal offers possibility to extend the *InstantServices* module. Therefore, any external call service provider, by using the *KnowledgeBase*, is able to optimize the use of its first level support.

The escalation process, in case of unresolved inquiry at first stage, is realized with the *TicketingSystem*. Solutions from *InstantServices* and/or *CallCenterPortal* lead to initial categorization. Further classification of the ticket can be fulfilled by the supervisor. This allows selection of tickets support staff and provision of additional required information.

Apart from Controlling functions to monitor ticket processing, evaluation and statistic functions are also available in *advanced CustomerSupport*.

Functionality overview

KnowledgeBase

- Central data storage for solutions and references
- Categorized file entries (questions and answers)
- Search functions
- Multi-level editorial workflow
- Archiving and version control
- Integration into *TicketingSystem*, *CallCenterPortal* and *InstantServices*
- Differentiation between public and private content
- Access to public content via *InstantServices* available to users and call center
- Access to private content via *TicketingSystem*
- Push/Pull actualization (replication) of different installations (to meet higher security requirements)

TicketingSystem

- Ticket management (inclusive automatic generation of tickets from e-mail inputs - *Mail2Ticket*)
- Workflow (escalation management)
- e-mail communication with users
- Search function
- Access to *KnowledgeBase* for partly automated answers
- Assignment of tickets to individual support staff
- Splitting of tickets for different support levels
- Forwarding (escalation) to next support level
- Definition of ticket priority
- Documentation and record of process status
- Statistics and reporting functions

InstantService

- FAQ - Frequently Asked Questions (automatically generated or freely defined)
- Troubleshooting for further inclusion and problem solution
- Form-generating process for creating e-mail inquiries
- Categorized Online Help data base (including search function)

- Glossary (automatically generated or freely defined)

System basics

- Individually definable roles and rights administration
- Multi-level workflows
- Automatic version control and archiving
- Operation of all functions in web browser
- Comfortable search function (full indexing of Office and PDF files, full text search)
- PDF-export of individual or multiple chapters
- Multilingual
- Push/Pull synchronisation of different data base installations
- LDAP connectivity

System requirement

- Webbased, operated via browser
- Programming language: PHP (Development framework: eZ Publish)
- Webserver: Apache (alternative: MS IIS)
- Database: MySQL (alternative: MS SQL and Oracle)

