

eLink for Customer Support

To optimize incident resolutions and customer satisfaction

Satisfied customers greatly influence a company's growth and success. High level customer satisfaction is partly provided by a reactive customer support team who understands and solves customers' requests.

Each team member must therefore access the customer profile immediately, comprehend the request's context and propose a plan of action. This plan of action should be rigorously followed to give a conclusive answer. The manager needs an accurate visibility on the customer support team's work to regularly control quality and improve the level of response time.

eLink for Customer Support meets these requirements. It offers the best helpdesk features associated to a collaborative environment so that support teams focus on incidents' resolutions while managers monitor the customer support activity.

Multi channel customer support

With eLink for Customer Support, customer interactions can be managed through various communication channels, namely telephone, fax, emails and website.

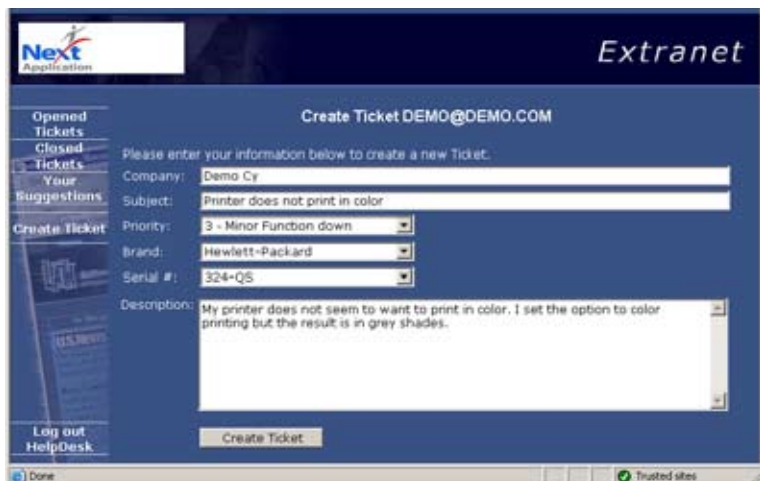
eLink provides:

An excellent email integration:

Emails and calls to the customer support are transformed into "incidents". According to company policy a dispatch process assigns the incident to the appropriate support person, submits an escalation, etc. Previously identified and resolved incidents, stored in the eLink Knowledge base, can also be used to automatically provide an answer to a new customer request.

Self service through the web:

eLink Web portal is accessible to customers on a 24h basis. It allows them to independently report incidents, check the resolution status, enquire the knowledge base for problem solving and submit improvement suggestions, etc.



incident reporting window



Features

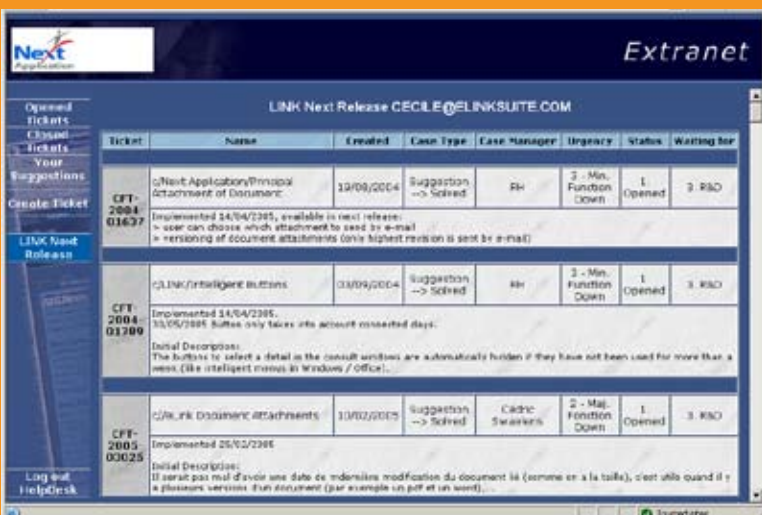
eLink for Customer Support automates each step required to process a customer's incident: detection and submission, assignment to a support person, resolution, and customer evaluation of service quality.

eLink helps strengthen the cooperation with the R&D department which allows product improvement to match customer needs.

Interactive Customer support

eLink for customer support optimises communication with customers by providing multi-channel interaction facilities. Customers can contact an agent, use their emails or the eLink web portal to report incidents or cases. Using the web portal, customers can input new incidents and their nature, find out the status of ongoing cases and close solved cases.

Furthermore, resolved incidents, customer suggested improvements and a list of new eLink features are published on the portal and available to all authorised users. This multi-channel interaction allows the support team to cut down data input time and to focus on solving customer related incidents.



Quality Management

eLink collaborative features allow the R&D department to benefit from all information captured via customer support interactions. This information about product defects, enhancement requests or other feedback helps improve product and service quality.

This information on product or service problems, defects, suggested improvements or any other customer feedback is essential for the evolution of product and quality of service.

Customer satisfaction rating

When a customer logs on the eLink web portal to access his reported incident status, he can close the incident if the solution is conclusive and then rate his level of satisfaction regarding customer support service.

Customer support analysis

Real time dashboards and reports allow you to manage immediately any customer support department issue, improve your services and maximize your support resources.

These performance dashboards provide metrics on incidents (current, solved, closed, per month, per day...), response time, response rates, support agent workload, etc.

These metrics give managers the necessary knowledge to deal with any customer support issue. They can for instance allocate additional resources to compensate for an increase in activity.

Around the clock customer support intelligence

The eLink knowledge base is an encyclopedia of all identified incidents and their solutions. This encyclopedia is accessible via a powerful Google-like interface which allows for word of full text browsing and searching.

When an incident is submitted the support team can instantaneously locate a similar case within the knowledge base and propose an answer to a satisfied customer. An authorised section of the knowledge base is always accessible via internet to share the expertise with customers which allows them to solve their cases online.

By providing relevant information for accurately solving cases, the eLink knowledge database is the added ways and means to ensure customer satisfaction

Implementation

eLink for Customer Support provides all the necessary and essential operating features to manage the enterprise helpdesk activity.

eLink comes with an easy-to-use configuration tool, allowing a powerful customisation to the very specific activity of your group and company. The solution's web technology allows for record time implementation and deployment. User or administrator training sessions are available on request

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