

SelfService



Customers want answers right away. Today's customers can have a remarkable impact on a company's reputation and image at just the click of the mouse. Given this level of customer leverage, it is extremely important to deliver the best customer experience possible through all contact channels (web, phone, email and in-person). As part of an overall customer experience strategy, self-service portals allow your customers convenient access to services and answers, 24 hours a day, seven days a week.

The benefits of Self-Service Portals for Customers are powerful and help achieve highest quality of service:

- 24x7 access to services and knowledge base.
- Real-time collaboration between agents and customers via the Web.
- Easy customer access to the Knowledge Base.
- Self-resolution and greater autonomy for basic customer service cases.

Neocase SelfService delivers a superior, cost-effective solution for organizations of any size. An integral part of the Neocase Customer Service suite, Neocase SelfService automatically tracks all case interactions and provides seamless case resolution workflow to the customer service agent desktop. It also offers organizations the ability to gain complete visibility and maintain centralized control of cases created from multiple self-service portals that are supporting different brands or services.

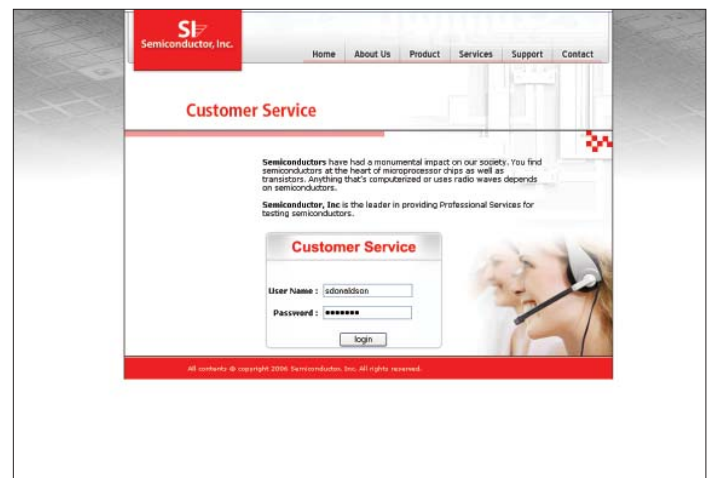
Additionally, it empowers customers with the same knowledge base used by customer service agents and partners, thereby improving self-service adoption and overall customer satisfaction.

With Neocase SelfService, your Customer Self-Service Portal can be up and running in a matter of weeks and is easily customized to your company's specifications and requirements. The Neocase Customer Service suite can be deployed either on-premise or on-demand (SaaS).

Customizable self-service portal

Features:

- Support for rich content such as Flash videos, audio files, and tutorials.
- Complete case management and resolution via the Web.
- Instant collaboration with internal agents, ensuring thorough case management.
- Customizable log-in and intuitive user interface.
- Seamless support for Service Level Agreements (SLAs) and contracts.
- Real-time supervision, tracking and statistics on customer queries.
- Quick build of online surveys.
- Manage multiple self-service portals with centralized control.
- Tailor the user interface to match the corporate website look and feel.
- Fully integrated context-sensitive knowledge base that auto-suggests relevant articles and information.



If customers can't locate solutions to their questions online, they can conveniently create a new case right from within a company's self-service portal or Web site.

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“Neocase SelfService is so simple and user-friendly that all you need is two hours to introduce the many facets of the module to end-customers.”

- Bernard Vellucci, Project Manager, oXya Consulting

In addition to your customer's needs to access your services via the Web and submit cases online, they also want immediate access to information about the status and progress of the pending cases and inquiries. As part of Neocase SelfService, the customer self-service dashboard delivers all pertinent information about case status and progress to your customers in real-time, and guarantees information transparency that leads to higher customer satisfaction.

Customer self-service dashboard

Features:

- View case progression and performance instantly online.
- Access to key metrics: closed cases, new cases, cases in progress.
- Search for information in the Neocase Knowledge Base related to the case.
- View case information based on permission level by individual, group or company level.

The screenshot displays the Neocase SelfService portal interface. At the top, there is a red header with the 'SI Semiconductor, Inc.' logo on the left and the 'Neocase' logo on the right. The main content area is titled 'Submit a question'. On the left side, there is a navigation menu with categories: 'Get Support' (containing 'Find Information', 'Submit a Sales Request', 'Submit a Technical Issue', and 'My Open Cases'), 'Resources' (containing 'My Closed Cases', 'Available Contracts', and 'Case Metrics'), and 'Additional Tools' (containing 'Update Your Profile' and 'Products & Services'). The central form area is titled 'QUESTION' and contains a text input field with the placeholder text 'How does my thyristor work? I am having issues configuring it.'. Below the question field, there are radio buttons for 'For the reply, I prefer to be contacted by:' with options for 'Email' (selected), 'Phone', and 'Fax'. The 'Email' option is filled with 'demo@demo.neocase.com'. The 'Phone' option is filled with '+1-528-2369' and has a 'Best time to contact:' field. The 'Fax' option is filled with '+1-528-2301'. To the right of the form, there are several dropdown menus: 'Contact Reason' (Technical - Printer Issue), 'Tester Platform' (A310), 'Network' (F4), 'Operating System' (iPXE 10.20), and 'Test Program'. Below these are fields for 'Job Number', 'Expected Yield' (1+0), 'Actual Yield' (2+3), and 'Device'. At the bottom of the form, there is an 'Attached files...' field and a 'Submit' button.

Customers can easily submit a case once logged into the Neocase SelfService portal.

About Neocase Software

Neocase Software is a leading provider of customer service and support software that helps global companies to deliver high-quality customer service while maximizing the productivity of their call center operations. Neocase Software supports the citizens and customers of over 1,800 organizations worldwide and offers vertical-specific solutions for Technology, Public Sector, Human Capital Resource Management, and Financial Litigation. Neocase's award-winning product line brings efficiency and profitability to customer service departments through web self-service, intelligent knowledge management, service level contract (SLA) management, employee/partner case collaboration, and automated workflows. Neocase is optimized for use with Microsoft Dynamics CRM and can be rapidly deployed on-demand or on-premise through Neocase's extensive partner network.