

# Customer Service



The role of customer service and support professionals has evolved from handling basic questions and answers to managing the full complexity of customer requests. That's why customer-centric workflow strategies bundled with collaborative technologies are essential to meeting customer expectations.

A complete and collaborative case management solution, the Neocase Customer Service solution is an integral part of the Neocase Software suite. It maximizes the productivity and quality of your customer service operations through collaboration, knowledge management, self-service, partner center, and advanced workflow management with strict adherence to service level agreements (SLAs).

## Advanced service level agreement (SLA) and contract management

- Determine the level of service your customers need and immediately prioritize your service cycle based on active support contracts and overall customer context.
- Manage the resolution process and monitor case progress to ensure contract compliance by using alerts and case escalation.
- Maximize operational efficiency by tailoring the structure and content of every screen to the user and the customer's context.
- Sell new service contracts based on the ability to meet contract requirements.

## Searchable knowledge management tool

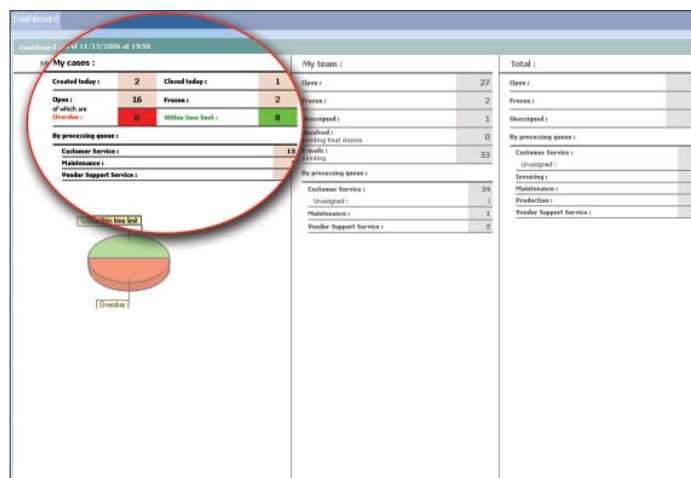
- Organize, publish, and manage case knowledge with a structured, multi-media article database.
- Assist the smart agent by offering a list of most relevant articles depending on the context of the case.
- Benefit from knowledge obtained from a library of past cases through powerful search tools. Access structured information for accelerated queries.

## Self-service portal

- Provide the end-user with access to the knowledge management tool for automatic assistance prior to case creation.
- Give the customer direct access to Neocase, enabling efficient interaction with a service team from start to finish.
- Save money by reducing the load on the customer service department and its agents.

## Role and activity based dashboards

- Permission-based controlled views and customizable interfaces.
- View case progression and performance instantly online.
- Access key metrics to measure the quality of customer service.
- Provide snapshots of case and service team activities.
- Track agent performance in real-time.



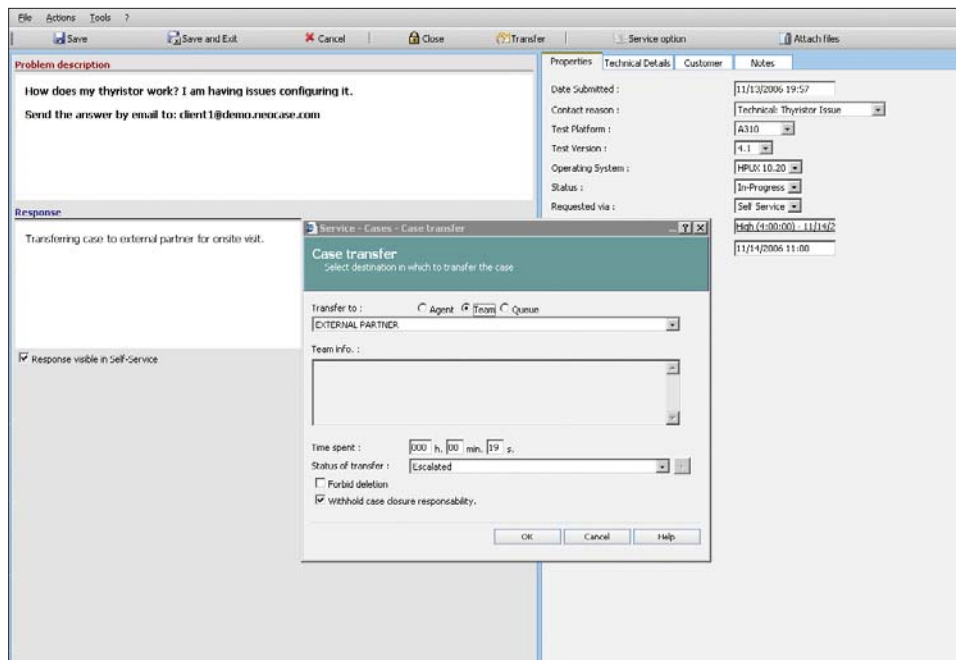
The Web-based dashboard showcases exactly what an agent needs to know to resolve cases in real-time.

## Collaborative case management

- Create a true collaborative case resolution process that links internal and external experts, instantly assembling the right team to resolve a case.
- Manage customer service requests efficiently by generating child cases, or identical cases, which a smart agent sends to the proper people, teams, or partners. Combine or condense similar requests into one general request or parent case.
- Generate a centralized customer record accessible anywhere, anytime for complete traceability.
- Transfer cases to either customer service representatives or field service agents by geo-localization.

## Customizable partner center

- Enhance the service chain by allowing partners to interact with your customer service department seamlessly for better and faster case resolution.
- Create a true collaborative ecosystem that supports customer service, and ultimately, the customer.



Create a true collaborative case resolution process by enabling customer service agents the option to transfer cases to field agents or partners by geo-localization; clone cases to control and reach the right expertise for efficient case resolution; or combine multiple cases into a single case for operational savings and increased customer service quality.

## About Neocase Software

A world leader in customer service software solutions, Neocase maximizes the productivity and quality of your customer service operations through collaboration, knowledge management, self-service, partner center and advanced workflow management with strict adherence to service level agreements (SLAs). Designed for quick implementation, easy use, and optimized for Microsoft Dynamics CRM 3.0™, Neocase can be deployed either on-demand or on-premise, allowing you to focus on business and fulfill your customers' needs.