

Partner Center



Partnerships are not only essential to business success, but also critical to improving the customer experience within the customer service and support process. Creating a superior customer experience through partner collaboration reduces support costs, enhances agent productivity, and effectively leverages partner expertise in the first call.

A real-time partner center allows you to offer customers multi-level, multi-dimensional solutions that include relevant information from your partners and vendors, providing the seamless expertise your customers need.

Neocase delivers a superior, cost-effective on-demand or on-premise partner center software solution for organizations of any size to give partners the ability to provide customer support and service. A secure, Web-based portal, the Neocase Partner Center is an integral part of the Neocase Customer Service Suite, enabling customer service agents to manage and assign partner expertise in the case resolution process—in turn, creating a positive customer experience.

Multi-level access

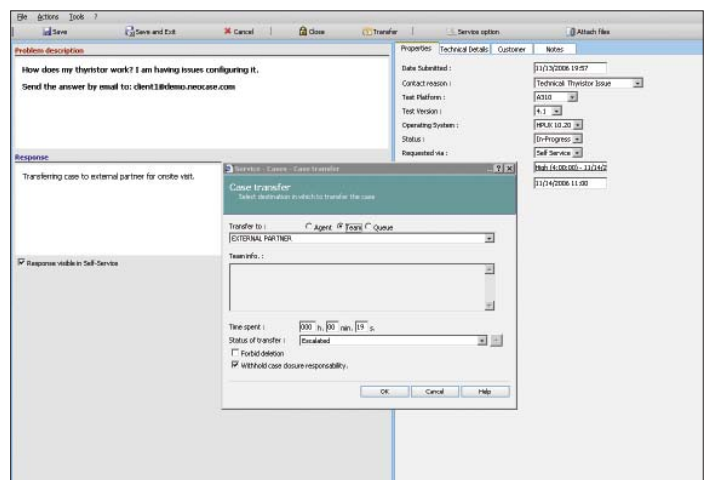
- Email and the Web portal allow for different modes of communication.
- Interconnection of different Neocase deployments leads to faster resolution.

Neocase Knowledge Base strength

- Intuitive, intelligent, search-based interface enables partners to query relevant case information.
- Multi-media knowledge base allows companies to build an information repository that includes rich media (hyperlinks, pictures, video, and more).
- The knowledge base is fully integrated into the case management form for all partners.

Complete collaboration with external expertise

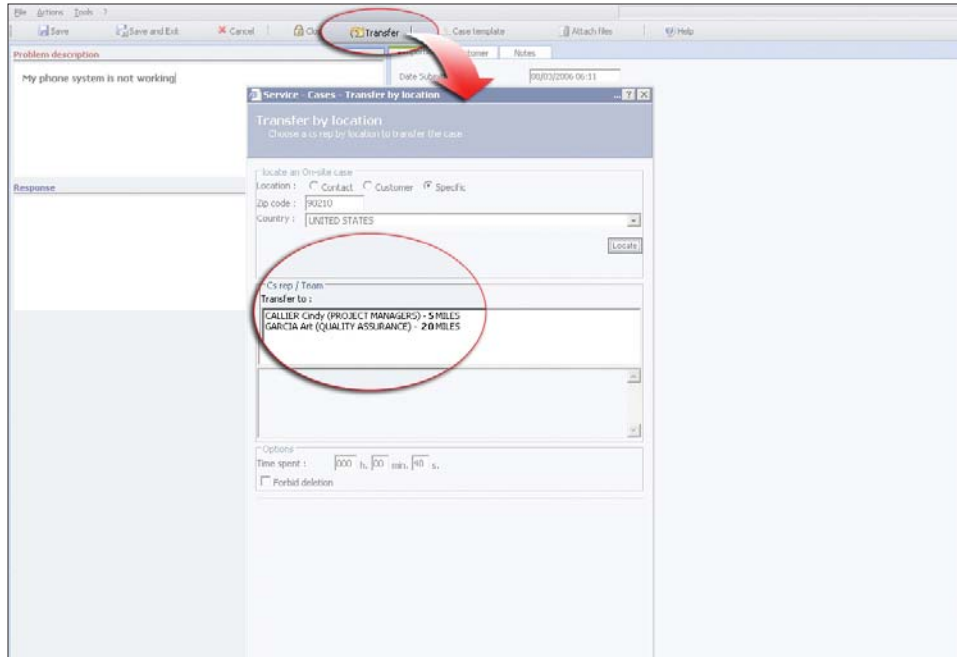
- Create a true collaborative ecosystem that supports customer service, and ultimately, the customer.
- Enhance the service chain by allowing partners to interact with your customer service department for better and faster case resolution.
- Transfer cases to either customer service representatives or partners by geo-localization.



Create a true collaborative case resolution process by enabling customer service agents to transfer cases either to another agent, field service agents by geo-localizations, or partners.

Multi-level and permission-based case management and resolution

- Give partners limited rights as determined by the company administrator.
- Provide a password-protected partner view.



Enable agents to transfer cases to partners based on availability and geo-localization.

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.