

SelfService



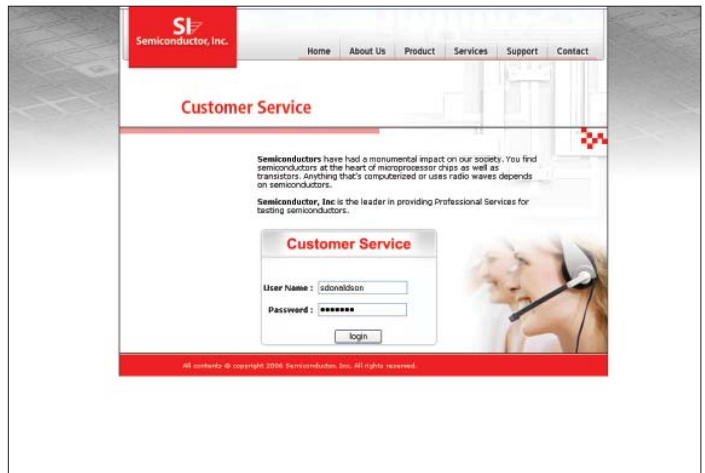
Customers want answers right away. So companies need to offer them the same solutions via phone, email, Web, and in-person support. With self-service software, customers receive the same quality of service and support 24 hours a day, seven days a week.

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 agents 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.

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

Customizable self-service portal

- 24/7 Internet access.
- 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 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.



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

Customer self-service dashboard

- View case progression and performance instantly online.
- Access key metrics: closed cases, new cases, cases in progress.
- Search for information in the Neocase Knowledge Base related to case.

The screenshot displays the Neocase SelfService portal interface. At the top, the Semicondutor, Inc. logo is on the left and the Neocase SOFTWARE logo is on the right. A left-hand navigation menu includes sections for 'Get Support' (with links for Find Information, Submit a Sales Request, Submit a Technical Issue, and My Open Cases), 'Resources' (with links for My Closed Cases, Available Contracts, and Case Metrics), and 'Additional Tools' (with links for Update Your Profile and Products & Services). The main content area is titled 'Submit a question' and contains a 'QUESTION' text box with the text 'How does my thyristor work? I am having issues configuring it.'. Below this is a section for contact preferences: 'For the reply, I prefer to be contacted by:' with radio buttons for 'Email' (selected, with field 'client1@demo.neocase.com'), 'Phone' (with field '415.528.2369'), and 'Fax' (with field '415.528.2301'). A 'Best time to contact:' field is set to 'MM/DD/YYYY HH:MM'. To the right of the question box are several dropdown menus: 'Contact Reason' (Technical: Thyristor Issue), 'Tester Platform' (A310), 'Network' (4.1), 'Operating System' (HPLX 10.20), and 'Test Program'. Below these are input fields for 'Job Number', 'Expected Yield' (+1.0), 'Actual Yield' (+2.3), and 'Device'. At the bottom of the form are 'Attached files...' and 'Submit' buttons.

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

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.