

Neocase Customer Service Solution

- Lower Costs
- Reduce call and email volume
- Lower case or help ticket resolution times
- Decrease case or help ticket volume
- Improve customer satisfaction
- Enhance issue resolution times
- Deliver accurate answers the first time
- Offer personal, secure 24/7 support
- Expand service levels
- Improve service levels
- Streamline service and support processes
- Analyze and optimize business processes

Features

- Multi-Channel solution
- Integrated Self Service Portal
- Integrated Knowledge Base
- Case Management
- Business Process Management Functionality
- Business Intelligence Reporting Functionality
- Service Level Management
- Calendar and Activity Management
- On Premise or Software-as-a-Service

Benefits

Customers want fast and accurate answers from their customer service and support organization. To be able to provide the best service possible, in the shortest amount of time, organizations must overcome a myriad of challenges: the need to reduce call, email, web, and fax volumes, lower case or help ticket resolution times, and minimize costs.

The Neocase CS solution allows companies to reduce costs by:

- Overall reduction in the number of call, email, web, fax, and mail requests
- Knowledge Base access within Self Service, allowing users to search for answers, display case-specific information, and filtering frequently asked questions (FAQs) to reduce service requests
- Self Service, allowing customers to track cases or help tickets to reduce calls and emails
- Knowledge Base with Recommendation Engine, increasing first call resolution by displaying appropriate answers to agent desktops, and reducing case escalations that have to be treated by more expensive experts
- Lowering average case or help ticket processing time
- Self Service, delegating case creation to customers to reduce time, rather than consuming agent time
- Knowledge Base, which quickly and accurately displays answers while agent is on the phone to reduce case processing time and improve first call resolution

Stand out in a Crowded Market

Customer service and support organizations around the world face tight budgets, reduced staffing resources, and increased call and email inquiry volumes. Attracting *new* customers is more expensive than keeping and growing revenue from *existing* customers. Organizations need tools that can help them analyze, create, and manage service programs that increase customer loyalty and optimize existing processes. As the pressure to lower cost and improve customer satisfaction continues to grow, customer service and support organizations must rise to the challenge. With the Neocase Customer Service (CS) solution, your customer service and support organization *can* differentiate itself from the crowd.

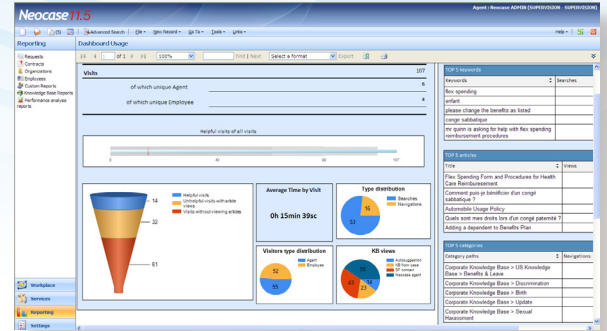
Transform Your Business

The Neocase CS solution is easy-to-use and flexible, integrating Neocase CS, Neocase Self Service, and Neocase Knowledge Base all in one. Neocase CS allows customer service and support organizations to deliver outstanding customer service while dramatically lowering costs, and enhancing customer loyalty. Over 200 customers have transformed their businesses to lower service costs, improve customer satisfaction, and expand customer service levels to increase retention and loyalty.

“FOX Systems has been extremely satisfied with the ease of implementation and advanced functionality delivered by Neocase’s customer service platform. We chose Neocase for its lower total costs of ownership in comparison to other solutions, as well as Neocase’s solid commitment to delivering a faster ROI.”

Emanuel Mkrtychian | CTO | FOX Systems, Inc.

- Business Process Management functionality, creating structured and organized customer support workflows to streamline service processes to the right people, at the right time
- Neocase Partner Center, allowing outside vendors to be part of the resolution workflow process to reduce the number of requests, which ultimately reduces costs
- Business Process Management tools, adapting, in real-time, to new or revised business processes to support new products
- Business Rules Engine and Automated Workflow Engines, helping to quickly alter business processes for greater competitive advantage



Business Intelligence Reports

Improve Customer Satisfaction & Customer Retention

Improving customer resolution times, delivering high first call, email, or web resolution rates, optimizing service levels, and providing personalized, secure, 24/7 information access, allows companies to differentiate themselves from competitors. The Neocase CS solution has the tools to deliver outstanding customer service to increase customer satisfaction and improve customer retention. Here are a few ways Neocase dramatically improves customer satisfaction levels:

>> *Enhance Customer Resolution Times*

- Self Service empowers users to view information to quickly find the right answers
- Knowledge Base with advance search features accurately displays answers to customers and agents
- Auto-Learning delivers agent specific answers to speed resolution time
- Customer survey module measures satisfaction and provides insight into future products releases

>> *Deliver Accurate Answers the First Time*

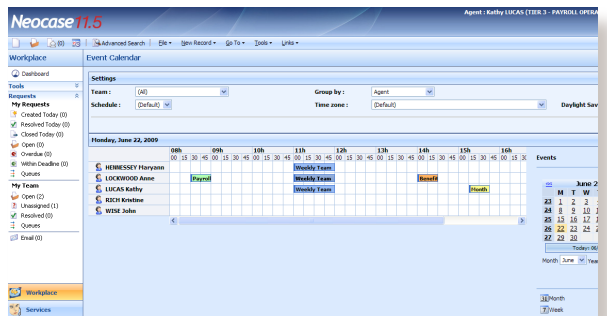
- Knowledge Base with Recommendation Engine looks at a combination of keywords/phrases and case elements to deliver high first call, email, and web resolution rates
- Agents and customers can rate articles to help provide more accurate answers to inquiries

>> *Provide Optimal Levels of Service*

- Dashboard warning zones and alerts help management identify and mitigate critical customer service problems that may prevent an organization from exceeding in customer excellence
- Email Engine can notify customers of potential resolution delays to maintain a positive relationship

>> *Personalized, secure information portal accessible online, 24/7*

- Self Service allows customers to track case or help ticket progress
- Personalized information for a better customer experience
- Structured workflow from Self Service to the agent console, that reduces case or help ticket resolution time



Calendar & Activity Management

Expand and Optimize Service Levels

Customer service and support organizations must not be limited in today’s ever-changing environment. They must continue to innovate and deliver superior value to the customer. Offering customers *anytime* access to service and support questions, providing flexible service and support programs, and analyzing and streamlining business processes, all work in concert together to lower costs and increase customer loyalty.