

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 a 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 Self Service delivers a superior, cost-effective solution for organizations of any size. An integral part of the Neocase Solution suite, Neocase Self Service 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 support different brands or services.

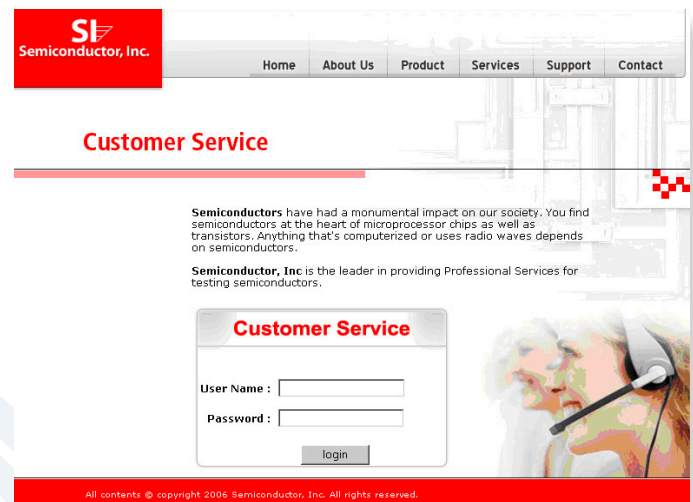
Additionally, it empowers customers with the same knowledge base used by customer service agents and partners, thereby improving self service adoption and overall customer satisfaction.

With Neocase Self Service, your Customer Self Service Portal can be up and running in a matter of weeks and is easily customizable for your company's specifications and requirements.

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 are unable to locate solutions to their questions online, they can conveniently create a new case within a company's self service portal or Web site.

“Neocase Self Service is so simple and user-friendly that all it takes is two hours to introduce the many facets of the module to end-customers.”

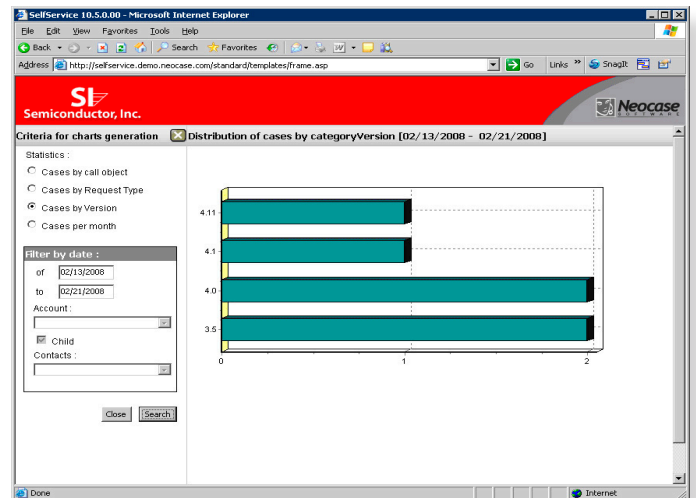
- Bernard Vellucci, Project Manager, Oxya Consulting

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 pending cases and inquiries. As part of Neocase Self Service, 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.

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.



Customers can easily submit a case once logged into the Neocase Self Service Portal.

About Neocase Software

Neocase Software is a leading provider of customer service solutions for shared service centers and customer support operations. Neocase empowers large global corporations to manage and optimize their shared service and support operations performance and processes through its uniquely adaptive and award-winning customer service technology platform. Neocase Software solutions include Neocase HR for Human Capital Resource Management, Neocase CS for Customer Service, Neocase CRM for Customer Relationship Management, and Neocase FR for Financial Resolution. All solutions can be deployed on-premise or on-demand. With more than 200 clients worldwide, representative customers include: Air France, Renault-Nissan, L'Oréal, Brinks, Callidus Software, International Decision Systems, Inc. and CUNA Mutual Group.