

# Advanced Software Module

## Automated Issue Resolution and Management and Electronic File Delivery

### NETSUITE BENEFITS

- Resolve issues quicker due to integration with NetSuite CRM
- Increase customer satisfaction through self-service issue management
- Improve product quality with detailed issue, defect and enhancement tracking
- Drive satisfaction by streamlining returns processes
- Improve Ecommerce customer experience with an online distribution channel

### KEY FEATURES

- Provide customer self-service to raise and monitor product issues
- Align with CRM for closed-loop case management
- Aggregate multiple support cases around a product issue or enhancement for prioritization
- Track and manage issues across multiple product versions
- Manage returns merchandise authorization (RMA) from initial issue to returns processing
- Sell files online (i.e. documents, music, executables) and make available for download

NetSuite Issue Management lets you track and manage defects or enhancements requests with a closed-loop corrective action process that is seamlessly integrated with support and service. Never let a product or customer issue slip through the cracks again. NetSuite Issue Management functionality and processes are seamlessly integrated with CRM and case management, providing incredible visibility across the organization as well as giving customers and vendors real-time insight via their self-service portals.

### End-to-End Integration with NetSuite CRM

NetSuite offers Issue Management functionality for tracking and managing product development processes, issues and enhancement requests throughout the complete product development and support lifecycle. Issue Management is seamlessly integrated with NetSuite CRM for a complete, closed-loop system and offers the following benefits:

- Address customer complaints or cases and provide more timely, accurate information to service reps and customers
- Create cases and perform subsequent updates of an internal or product issue
- Update issue status throughout the issue resolution process through the eventual case closure
- Aggregate multiple customer cases with all the information needed for issue management and resolution

### Manage Issue Resolution Processes Efficiently

Issue management automates and manages the issue resolution process with automatic configurable notifications, a flexible workflow and team collaboration process, and real time dashboards and KPIs. Built with best practices in mind, NetSuite Issue Management gives you the ability to configure and customize processes, values, forms and access controls. It uses a unique roles and teams concept that provides fine-grained access controls for users to access certain workflows, as well as capabilities specific to their role. Interfaces have also been built specifically for product development, quality assurance and product management users.

### Track and Manage Issues for Specific Product Versions

Issue management also provides version management capabilities with the ability for users to specify which versions they are currently using in production, whether or not issues can be reported against it and whether the version is accepting fixes.

### Streamline the Returns Merchandise Authorization (RMA) Process

NetSuite Issue Management supports the complete RMA management process, from the customer initially raising an issue through returns processing and resolution. Issue Management ensures proper routing and approvals throughout the process, while customers get a clear view into the status of their returns.

### Empower Customers with Self-Service

The Customer Center provides customers with visibility into the status of issues linked to their cases. It allows customers to specify the exact conditions under which they would like to be notified, and provides them with different tracking options.

## **NetSuite Electronic File/Software Delivery**

NetSuite lets you sell files or software online and make them available for download. You can associate multiple files from the File Cabinet to a downloadable item. Any type of downloadable file can be sold in this manner including documents, music or executables. Once purchased, the files become available for download in a password-protected area, where you can display license codes. You can also leverage these new capabilities to require an online form to be submitted prior to making a download available rather than a purchase, allowing for marketing campaign calls to action around white papers and collateral that guarantee lead registration.