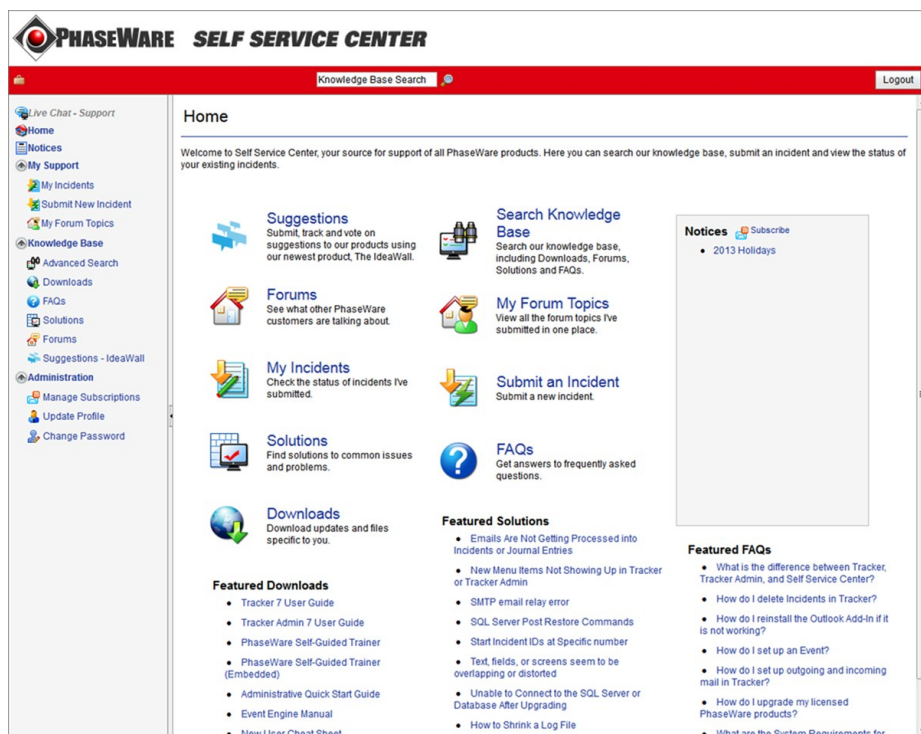


SELF-SERVICE CENTER

CUSTOMER SUPPORT WEB PORTAL



24/7/365 support presence

The online SSC allows you to provide support whenever and wherever your customers need it.

Reduce costs

The SSC offers a lower cost-per-contact than other channels as well as an outlet for deflecting higher cost voice contacts to customer-guided options.

Engage customers

Use forums and communities to crowdsource solutions and encourage peer support

In a multichannel world, the customer self-service portal meets two critical needs for customer service and support: (1) provide an effective outlet for 24/7 customer support, (2) manage customer support costs.

With PhaseWare's Self-Service Center (SSC), you can reap these benefits while providing a variety of valuable online services to

uphold your customer support processes and enhance the customer experience.

With troubleshooting and incident submission features as well as FAQs, a searchable knowledge base, and user forums and communities; PhaseWare SSC includes a host of tools to empower your customers with relevant, readily available product and service information.

SELF-SERVICE CENTER

With a multitude of features, PhaseWare SSC creates an online customer support environment to actually enhance the customer experience.

PhaseWare Tools

Tracker 7.1

Tracker OnDemand

Tracker Mobile

PhaseWare Event Engine

Self-Service Center

- Submit new incidents with attachments
- View or update open incidents
- Search incident histories including old or closed cases
- Online software updates and downloads
- Rate and comment on articles
- Start chat sessions within SSC for easy escalations
- Maintain customer-specific files or documentation
- Review featured, most recent, and most popular articles
- Manage subscriptions
- Pull real-time, customer-specific reports
- Manage contact information
- Support plan and billing information

PhaseWare Solutions

Customer Support

Complaint Management

Knowledge Management

Help Desk Management

Regulatory Compliance Management

- Use notices for press releases, announcements, upcoming events, training, etc.
- Subscribe to areas of interest and receive RSS and e-mail updates
- Suggested articles when submitting a new incident (FAQs, KB, forums, downloads)
- Use forums to share information and ideas with customers
- Advanced search: Keyword searches with ranked results and ratings
- Smart selection allows easy incident classification with dynamic drop-down boxes
- Self-administration: Customers can execute reports, update contacts, or manage licenses and files
- Management portal: Managers and executives can instantly view company-wide ticket information
- Customization: Configure your portal to match company branding and layout needs