

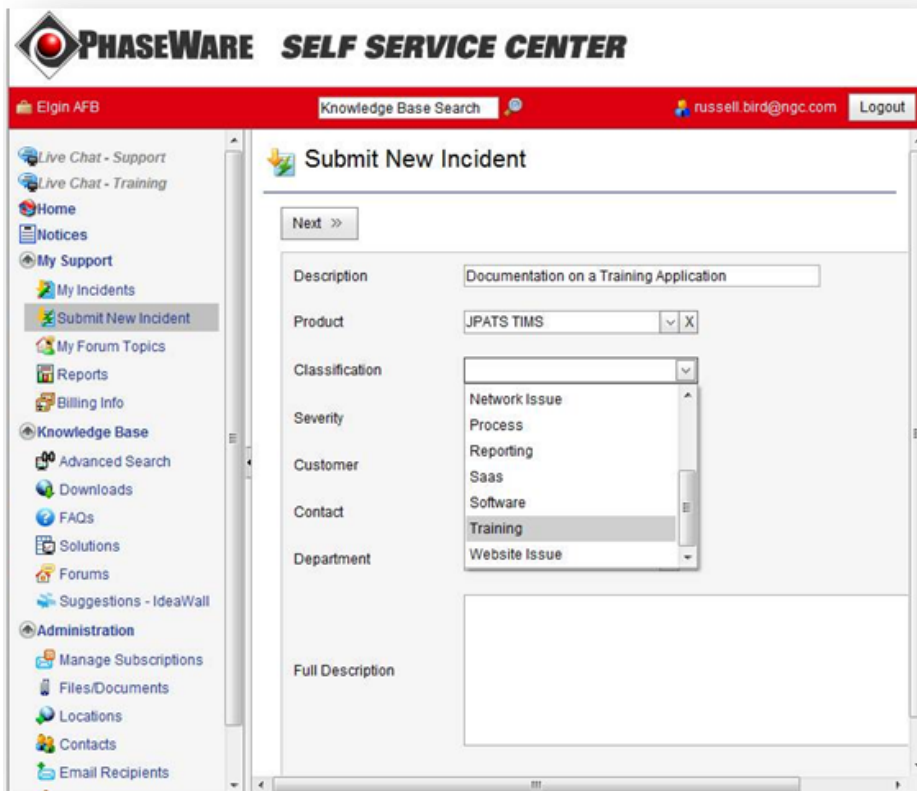
SELF-SERVICE CENTER

Smart Selection: Dynamic Classification Tree

Streamline issue classification and incident submission

As a customer support Web portal, PhaseWare Self-Service Center (SSC) helps to engage your customers and reduce customer service and support costs by offering 24/7/365 Web support. In addition to the troubleshooting and incident submission features familiar to the online support channel; PhaseWare SSC now includes a Smart Selection designed to improve issue classification while making it incident submission easier and more intuitive for the customer.

The example provided herein illustrates how Smart Selection walks users through the classification tree, dynamically offering new choices based on previous selections.



The incident submission screen as seen in the PhaseWare SSC. After selecting JPATS TIMS under the Product drop-down, the user is presented with a set of classification options based on the selected product. For this example, the user selects training.

PHASEWARE SSC: SMART SELECTION

Incident #13795 - Documentation on a Training Application

My Incidents >> Documentation on a Training Application

Save Close Refresh Print

Incident # 13795

Description Documentation on a Training Application

Severity Impact 3 X Billing Status

Status In Progress Closed

Product JPATS TIMS Closed By

Customer Elgin AFB Resolution

Contact Benny Goodman X Department

Assigned Agent

Classification Training

What Element of Training? Application

Which Application?

Full Description

Read-Only

Upon choosing the "Training" classification, the user then selects "Application" under the heading of "What Element of Training?"

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Classification Training

What Element of Training? Application

Which Application?

Full Description

JCADDs
JPATS
NavCSO
TMS

Based on the choice of "Application," the system brings up options for "Which Application?". For the example, the users selects "TMS."

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Classification Training

What Element of Training? Application

Which Application? TMS

Document Name

Status

Full Description

Again, PhaseWare SSC calls up new fields with dynamic responses based on previous selections. The incident submission form now includes drop-down menus and status fields.

Based on an organization's individual support needs, Smart Selection can be configured for up to 10 drop-downs leading to the final template for the specific support incident.

At this level, the template can support up to 10 additional input fields including text input, radio buttons, drop-downs, and more.