

Help Desk

From initial call to resolution and follow-up, the Helpdesk provides a customer focused solution for personalized, high-quality service. This comprehensive one-stop solution enables your service team to manage current case load and respond quickly to customers for industry leading customer satisfaction.

The Helpdesk includes a case workbench equipped with time saving links to customer focused activities (e.g., new quotes, orders, RMA requests, or service calls). In addition, there is a search-driven knowledgebase and case-driven workflow for standardizing case resolution.

Helpdesk is fully integrated with the Field Service application for easy access to dispatching field activities and providing field service representatives access to online knowledgebases, existing customer field service calls, warranty information, and service contracts.

CASE MANAGEMENT WORKBENCH

Manage open case load by status (e.g., open or under review) and allow support managers to assign outstanding cases. Review customers, quotes, orders, outstanding returned material authorization requests, field service calls, warranties, service contracts, and helpdesk cases from a single case workbench.

CONVERT CASE

Easily generate a quote, order, field service order, repair order, job and RMA from a case, bringing the detail of the case into the new document.

CONTACT MANAGEMENT

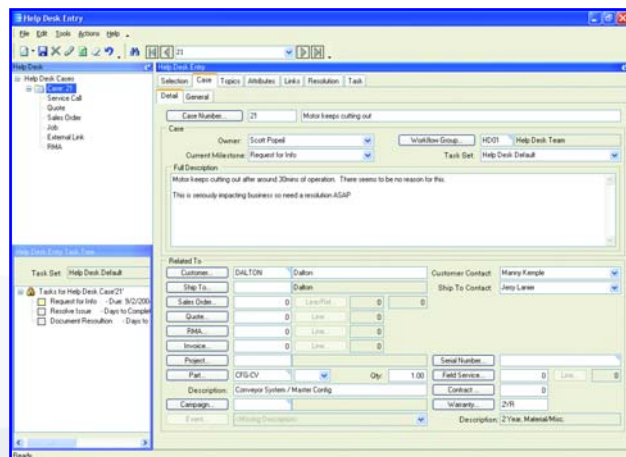
Manage and record all customer interactions for enterprise-wide visibility of customer satisfaction. Link contacts related to a case for easy review of case history.

CASE CONTEXT

Use case specific details (e.g., part number, order number, service call reference or warranty reference) to inquire into and link directly to related information, optionally generating new transactions.

CASE CATEGORIES

Inquire and report cases by user-defined categories.



Shorten service response time by collecting detailed product problem information and using the integrated features to initiate requests to the appropriate resource.

WORKFLOW

Monitor every stage of the support process. Manage processes using user-defined workflow that is case or issue specific, ensuring standardization of process and that nothing slips through the cracks.

ALERTS

Set up user-defined alerts to notify activities regarding service cases to management or specialized service employees.

ONLINE KNOWLEDGEBASE

Tap into enterprise-wide knowledge documents for fast customer case resolution. Link knowledge documents to cases for analysis.

COMMUNICATION

Manage and document communication between customer service or field service and the customer for enterprise-wide visibility of customer case and resolution.

TRACEABILITY

Link documents and communication events such as e-mails to cases and calls.



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