

## Support Plus

Enterprise Software  
Forged From Experience

Verticent's enterprise application software solution entitled ERP *Plus*<sup>™</sup> integrates back-office applications for manufacturing, distribution and financials with front-office applications for customer support and sales force automation. ERP *Plus*<sup>™</sup> is an internet-enabled software suite that extends communications across your entire organization and throughout your virtual supply chain. Verticent is focused on developing software solutions that enable users to know, understand and respond to their customers, suppliers, partners and employees.

SFA *Plus*<sup>™</sup> and Support *Plus*<sup>™</sup> comprise Verticent's CRM solution by offering contact management, opportunity management, time management, marketing automation, customer service and more. Together, these CRM modules deliver the solutions you need to boost corporate sales and improve overall levels of customer satisfaction.

SFA *Plus*<sup>™</sup> and Support *Plus*<sup>™</sup> offer all of the functionality of a best-of-breed CRM solution – while integrating seamlessly with the Verticent ERP *Plus*<sup>™</sup> software suite.

### **SUPPORT PLUS<sup>™</sup>**

Now that you've built a product, sold it and shipped it, you need a tool to effectively handle customer service and support. Support *Plus*<sup>™</sup> is your solution. It turns customer service into a competitive edge by enhancing customer satisfaction, increasing technician productivity and capturing valuable trend data to improve overall company quality and performance.

The best way to build strong customer relationships is to obtain quality information about your customers – and then use that information to create service and support programs that cater to their individual needs and desires. Support *Plus*<sup>™</sup> puts all relevant customer information at your service representatives' fingertips – tracking contact, company and contract information, products supported, environment data and case histories. It is seamlessly integrated with Verticent ERP *Plus*<sup>™</sup> and is ideally suited for mid-range, discrete manufacturers and distributors.

### **INCIDENT INFORMATION**

High-quality customer support revolves around case, or incident, information. Whenever you, your sales staff or customer service representatives (CSR's) have contact with customers, important new information is generated. The Support *Plus*<sup>™</sup> module enables CSR's to track and manage customer orders, customer status, product problems, product returns, device history records and customer inquiries.

### **INCIDENT ASSIGNMENT**

You made the deal. You shipped the product. And now your customer has a question or concern. What's next? The first, and most important, step in resolving any customer incident involves assigning responsibilities and tasks to your support staff. In Support *Plus*<sup>™</sup> you can assign cases via *contact*, *company* or *product*. And users can browse through cases by *contact*, *company* or *product* and drill-down into previous incidents for extended case detail. Customer Browse and Case Browse features also allow users to search by specific details such as serial numbers, symptoms/problems or item/product descriptions.

### **INCIDENT ESCALATION**

Automated workflow within Support *Plus*<sup>™</sup> is a helpful *reminder* function that escalates tasks via advanced activity queuing and your user-defined priorities and escalation rules. Support *Plus*<sup>™</sup> automatically propagates incidents based on a chain of command or other user-defined parameters such as *time in queue*, *priority*, *type of case*, etc. Automated escalation also means that the software will email and transfer the incident information to the appropriate personnel at the appropriate time. Support *Plus*<sup>™</sup> ensures that your customers' important issues or concerns are addressed in a timely fashion – *and none are neglected or forgotten*.

### **INCIDENT TRACKING**

Any time you have a question about the status of a customer case, you can access the Activity Queue to view all incidents that have yet to be resolved. The software graphically presents incidents as interactive pie charts that support powerful drill-down functionality into various categories of detail. Using the Activity Queue, you also can track incident resolutions, patches, fixes and problems in a dynamic queue display with drill-down capabilities – accessing information and identifying actions associated with particular products. The Activity Queue enables you to sort and view incidents based on criteria such as *open*, *past due*, *all open* and *owner of case*.

### **DIAGNOSTIC KNOWLEDGEBASE**

Once your support staff has made customer contact and generated new incident information, you'll need a tool to access that information and provide *step-by-step* solutions to your customers' issues. The Diagnostic Knowledgebase provides predictive diagnostics based on historical problem solving and presents typical customer problems and their appropriate remedies. By accessing the Diagnostic Knowledgebase, veteran support staff and new hires alike quickly can resolve common customer problems – even if they've never previously handled that particular problem. The Diagnostic Knowledgebase also automatically flags problems so the most frequently reported problems come up first. It is powered by specific incident experiences – and helps remedy future incidents by providing detailed solutions to your support staff.

### **CONTRACT AND REGISTERED PRODUCT INFORMATION**

Support *Plus*<sup>™</sup> improves customer service operations by allowing your CSR's to track customers via contracts, registered products and warranties. Now you know exactly who, and what, is covered in every customer support contract. For example, by generating Return Material Authorizations (RMA) in Support *Plus*<sup>™</sup>, your CSR's can instantly determine contract and warranty status, tell customers about any pending charges, and alert the receiving dock of incoming items that need repairs. By tracking contract and registered-product information, Support *Plus*<sup>™</sup> streamlines the entire RMA process.

### **SUPPORT WORKBENCH AND CUSTOMER WORKBENCH**

With the Support WorkBench in Support *Plus*<sup>™</sup>, you gain immediate visibility into historic customer cases, or incidents. From the Support WorkBench, historic incidents for each contact, whether open or closed, are immediately available to your entire support staff. It also creates and maintains records on any service related activity – including service calls or shipment of replacement parts – associated with all products delivered to customers.

Support *Plus*<sup>™</sup> ties seamlessly into the Sales and Marketing WorkBench in SFA *Plus*<sup>™</sup> – completing Verticent's CRM solution. When integrated, any data entered into SFA *Plus*<sup>™</sup> instantaneously is visible in Support *Plus*<sup>™</sup>, where it is used to monitor all contact with customers after an order is placed.

The Customer Workbench is another feature within Support *Plus*<sup>™</sup>. With its tab-style navigation, you gain an immediate reference view of key customer information such as *registered products, cases, orders, quotes and attributes*. The Customer Workbench window provides CSR's with information they need to resolve customer issues and concerns. It's also a reference tool that delivers a high-level, enterprise-wide view of customer data to personnel in sales, administration, accounting, etc.

### **SUPPORT PLUS SMART ENCYCLOPEDIA**

Keep your support personnel fully informed – all the time. The optional Smart Encyclopedia<sup>™</sup> module is a Web-based push technology solution that automatically organizes and distributes important document based information to authorized customer support personnel.

Any document stored on your corporate server, or on the Internet, can be cataloged in the Smart Encyclopedia, and its advanced agent technology constantly monitors these documents for change. When document changes are detected, Smart Encyclopedia automatically delivers updated information to the appropriate support people – keeping your entire staff *in the know!*

ERP *Plus*<sup>™</sup>, Manufacturing *Plus*<sup>™</sup>, Distribution *Plus*<sup>™</sup>, Financials *Plus*<sup>™</sup>, SFA *Plus*<sup>™</sup> and Support *Plus*<sup>™</sup> are registered trademarks of Verticent Corporation. All other products or company names herein may be trademarks of their respective owners.