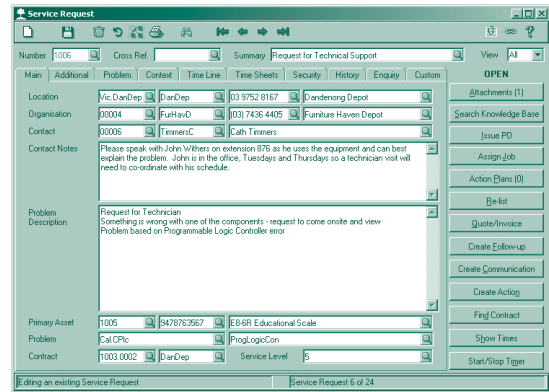


# Customer Support

**Greentree**<sup>®</sup>  
BUSINESS-BUILDING SOLUTIONS

*"very, very, responsive!"*

Providing excellent service, while managing problems and ensuring solutions are provided in an effective and timely manner is a critical process that requires careful resource planning and effective IT systems. The Greentree Customer Support suite is ideal for providing solutions to these issues, with a proven methodology and highly effective approach for organisations of any size.



## Key Benefits

### Internet Enabled

Greentree is enabled for Internet deployment, out of the box, using its thin client technology. This allows remote offices or travelling executives to obtain secure access to the complete functionality of Greentree via an Internet Service Provider.

### Manage Your Help Desk More Effectively

The Customer Support suite manages the typical functions of a customer support "help desk" with call tracking problem analysis and resolution timeframes. Incoming calls can be easily reassigned to the appropriate person or team and tracked through to completion. Follow-up calls or actions required can also be monitored ensuring all outstanding customer issues are effectively resolved.

### Escalating Customer Support Calls to Field Service Requests

The Field Service capability extends the Customer Support function by allowing calls to be escalated to a field service team via the creation of "service requests." These requests can then be assigned to a service person or team for action, while being monitored as part of the original call. Optional integration to the Greentree Job Cost and Inventory modules is also provided for those organisations requiring detailed tracking and analysis of costs.

### Providing Rapid Answers

Help desk staff are able to work primarily from a single, highly functional screen within Greentree - with instant access to libraries of information. This makes staff more effective in their role, with calls answered and completed efficiently. Staff can also record follow-up actions or additional calls that may be required, send emails or other communications, enter timesheet and disbursement details or escalate the call to a service request if a site visit or other action is required.

### Service Levels Agreements

If required, service levels can also be agreed and implemented as part of the Contract Management process. This allows the response and resolution times to be defined, and then tracked against each support call received. Flexible calendars can be created, to allow for public holidays and non-working days, and service level monitoring can correctly account for non-service time periods.

## Contracts

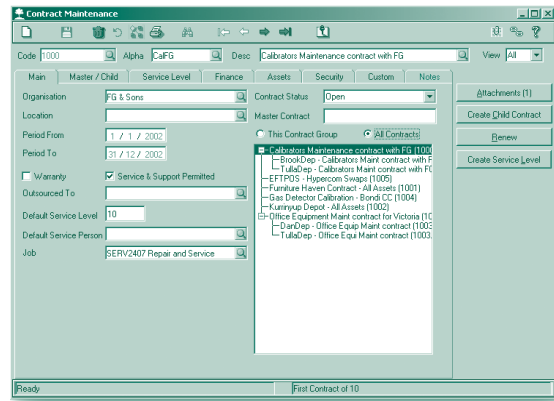
The Contracts module allows specific customer support or maintenance contracts to be defined and managed. This includes the products they cover, the contract period and the cost per contract period. Parent/Child contracts are supported for more complex organisations with either multiple contracts or multiple sites.

### Flexible Contract Types

A maintenance contract can cover a specific "class" of asset, a defined customer location, or individually specified items. Multiple contracts can be defined for each customer, if required, and contracts can be easily renewed and invoices created.

### Secure Data Access

A number of security levels and options are available across Greentree that provide extensive control over access to information via user and team profiles. This ensures individual staff members are permitted to access, view and edit only the information relevant to their work focus.



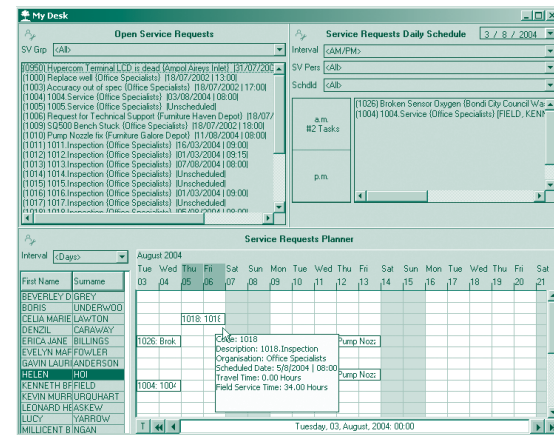
# Related Modules

### Asset Management

The Asset Management suite works in conjunction with the Customer Support suite to provide a range of options for organisations of any size, to effectively maintain customer assets or systems through the provision of asset tracking, scheduled maintenance, and where appropriate, usage data.

### Workflow Designer

The Customer Support suite is fully integrated with Greentree Workflow, which provides the ability to define user specific "Workflow Desktops" including graphical planning boards and schedules to provide real-time visibility of scheduled service calls. With real-time access to this information, staff and management can not only monitor, but also easily reassign calls, by simply dragging and dropping the call onto the preferred team or person. These views may be easily customised to provide relevant information to front line staff, supervisors or management that is real-time and on-line.



### Knowledge Base

An optional link to the Greentree Knowledge Base module is available to assist in addressing and researching issues immediately. With context-related information available on-line and linked directly to a support call log, customer queries can be resolved more efficiently, and the relevant help documents can be forwarded via email, fax or mailed directly to the caller.

### eService Portal

By adding the eService Portal to the Customer Support suite, customers are provided with real-time, internet based access to log their own support requests, as well as monitor the current status of calls, issues and other information.