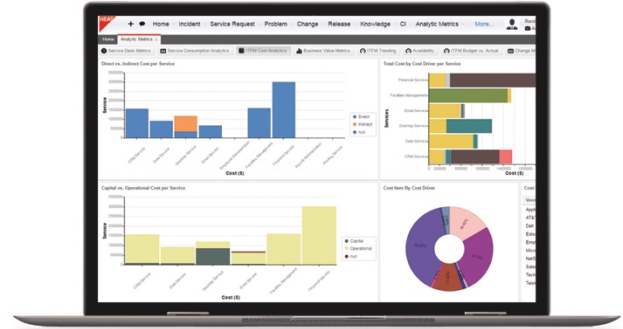


Ivanti Customer Service Management

Providing great customer service and support is getting harder and more costly. But in today’s world, it’s mandatory. To remain competitive, you must learn more about your customers, anticipate their needs, meet their rising expectations, and provide superior customer service.

To help you deliver best-in-class customer service, Ivanti® Service Manager provides a complete software solution for all your business needs. The solution represents an integrated multi-channel application, giving your organization a compelling support presence with a competitive edge. With a full suite of voice-enabled capabilities, Ivanti Service Manager offers instant, comprehensive visibility across all your support interactions and provides a high level of automation to improve customer call center performance.



You determine how interactive you want to be with your customers

Whether using email, web, or the telephone, your customers can now select their own method of assistance. Service Manager lets you start simple and grow with a multi-channel system focused on customer service and care. You can manage your customer data, publish your content, encourage a community atmosphere, and measure satisfaction and results. Ivanti lets you tailor each interaction to your customers’ unique needs and preferences.

Centrally manage your customer and account data

Personalized service starts with easy access to clean, accurate data about your customers.

All customer communications are recorded in Service Manager, so you always have a complete history available anywhere, anytime, on any device. What products do customers own? What accounts do they belong to? All your customer history stays securely in one place, so it’s easier to confirm end user identity and generate insights that will help you cross-sell and upsell additional products and services.

With Service Manager, you can track any level of customer or account data, including:

- All relationship data, service level agreements, user contact information, and product ownership details
- Products for specific accounts and contacts
- Costs, profits, histories, maintenance, and more

With Service Manager, you can better manage the activities of your busy customer support teams. What’s more, the solution helps your entire organization work more collaboratively. Manage your team’s most essential activities to ensure everyone is working at peak productivity across teams, guarantee tasks are completed on time, and confirm that all customers are receiving prompt responses.

Streamline and automate customer service

Service Manager can reflect and adapt to your unique business model and processes, rather than you adapting to the technology. These capabilities enable your business to better leverage technology, people, and processes—and quantify the results—in real time.

Case management

Service Manager helps companies increase their level of customer support with a variety of useful features. Enhance productivity by streamlining case management according to best practices and accessing a knowledge base full of support information. Capture customer inquiries, cases, and service requests from various client touch points—over the phone in a call center, via self-service over the web, and email.

Case activities and tasks can either be entered manually for each case or generated automatically based on attributes such as case type, source, or product and service. Analyze case information through dashboards and reports, allowing managers and agents to view service trends, manage costs, and find improvement opportunities. Enable customer service agents to boost customer satisfaction and decrease costs by providing real-time, consistent answers to their customer base through a variety of access points, including email, telephone, and web, and by giving them access to the complete customer case history.

Voice-enabled customer service

Service Manager natively supports the most common customer service client interaction medium: the phone. With integrated voice enablement, you can improve agent productivity with features such as screen pops, whisper coaching, and call recording and playback. And your clients will also benefit from after-hours support, integrated voice response systems, and skills-based routing capabilities that ensure their questions get immediate attention from the right customer service agent at the right time.

However, you aren't limited to inbound telephony capabilities. You can also perform outbound calling interactions, such as automatically calling to inform clients of pertinent customer service information like case status updates or order fulfillments. Internal staff can also use the voice-enabled customer service platform to obtain service updates and notifications.

Relationship management

Service Manager captures account, contact, and product data—all in one repository. A central customer data master helps automate customer interactions and business processes across all divisions. Typical customer service

interactions involve multiple accounts and contacts, but with the extensible business object model provided in Service Manager, you can define the client relationships that are most important to you. You can manage a product or service or various types of clients—all within the application. And you can examine different business entities together to gain a holistic view of your business relationships, rolling up data across business relationships for better decision-making.

“You are the only vendor that we have talked to that can deliver a pre-integrated communication management solution from a single vendor. All the other CRM companies have no telecom offering.”

Since client data is stored in one central location, users can access the entire history of a business entity, fully preparing them for the next interaction with any customer. Data cleansing tools are available to help clean up existing data and limit new data corruption. Integrate client interactions with commonly used contact management tools such as Salesforce.com, or existing third-party customer sources for greater efficiency and comprehensive customer service.

Activity management / Microsoft Exchange integration

Service Manager integrates smoothly with Microsoft Exchange for email communications. Each email or activity can be linked to a customer service case, account, contact, or any business entity, so data can be shared across users for improved knowledge transfer and client information. This ensures all customer service tasks are completed on time, and with consistency and quality.

Customer relationship histories, including email exchanges and daily activities, are stored within the historic information of each customer relationship in Service Manager. This important information isn't lost when the user leaves the company, since email interactions are integrated with the case history in Service Manager. The solution also provides case activity and task reporting so managers are kept abreast of agent and technician productivity.

Knowledge management

Ivanti Service Manager provides knowledge management capabilities that help your customer service agents and technicians provide consistent answers. Enabling rapid time-to-value, knowledge management leverages intellectual capital across your organization to help shorten learning curves, improve client response times and front-line resolution, and limit knowledge loss due to employee turnover. Users can search and manage all types of content related directly to cases, customer calls, and problem resolutions. The knowledge management tool lets you build a secure knowledge repository that can be refined continuously over time to ensure that accurate, up-to-date information is shared across the organization and passed on to your clients. In addition, Service Manager provides the tools needed to help you achieve Knowledge Centered Support (KCS) best practices.

Dashboard and analytical reporting

Service Manager includes robust dashboards and analytical tools that can be configured, created, and viewed within the application, helping you meet specific customer-service business analytics needs. This configurable analysis allows you to maintain consistency across your service organization and enables management to view the health of the company and agents to understand their individual performance and areas for improvement.

Ivanti dashboard and analytics features help customer service and support organizations clearly understand the issues and resolution process. Not only can service managers understand where their cases reside, they can also view which products or services have the most issues and quickly act upon cases for faster resolution. Users may also view service requests by account and contact to help them make better client-management and customer-support decisions.

Customer service process management

Service Manager offers several out-of-the-box workflows to complement your customized business processes. The solution includes a workflow engine that provides real-time alerts and event-driven rules. Using the drag-and-drop workflow designer, you can streamline the solution to fit your specific business methodology, simplifying your end-to-end customer service progression. And you can streamline the

number of systems a user needs to access and manage. You can define these highly configurable rules for a specific set of customer service agents, or for the entire organization.

Ivanti Service Manager feature simple, pre-built quick actions that allow service managers to easily perform such actions as routing and reassigning customer issues for the best response time. Or for more complex cases that require in-depth activity management, you can create a robust service-task process workflow that agents and technicians can leverage so that no activity is missed or remains pending. As cases are created and resolved during the service and support process, you can prioritize issues automatically according to various case attributes, thus ensuring the most urgent service requests are taken care of immediately.

Providing real business value

If your organization is looking to improve customer service and support activities, Ivanti Service Manager was created specifically for you. Functionality like voice enablement helps streamline and guide your customer service agents from issue capture to problem resolution. The solution's features and functionalities will help you quickly improve client satisfaction and reduce overall service costs.

KEY FEATURES

Customer Case Tracking

- Integrated VoIP Call Center Telephone System
- Knowledge Management
- Activity Management
- Email Response Management
- Outlook Integration
- Real-Time Dashboards
- Historical Reporting
- Automated Process Management
- After-hours Call Management
- Revenue Management

