

CustomerCare.net Self Service

for SuperOffice CRM

Redcastle CRM Limited

Think how helpful it would be, to you and your clients, if your clients could register their issues directly onto your CustomerCare.net system via the Internet? How much better would it be for your clients to track their issues directly on the Internet themselves? CustomerCare SelfService allows just that. Now your clients can and your customer care and account management personnel can be informed by email automatically of a newly registered issue, and your customer in turn can be informed by email of the progress of the issue automatically.

- Customer logging of issues on the Internet
- Customer tracking of issues
- Customer management of cases
- SelfService search for Common Solutions

CustomerCare SelfService logging on the Internet

Using the latest developments from SuperOffice and .net technology from Microsoft™, your customers can use the **SelfService** extension to Redcastle's **CustomerCare.net** application. In a very secure way, nominated contacts at your customer sites, using a unique username and password can gain access to **CustomerCare SelfService** via the Internet. There they can see all the issues registered by their organisation. Customers can add new cases to **CustomerCare.net** in **SelfService**. On registration a case number is allocated and an email is automatically sent from the

customer to your general support email address, and the case is added to **CustomerCare.net** as an unassigned case. Your **CustomerCare** manager or individuals in your **CustomerCare** team can then assign or take ownership of the case.

CustomerCare SelfService tracking of issues

CustomerCare cases exposed on the Internet, gives the customer high visibility of the progress of the cases registered against them. This also means that your companies **CustomerCare** performance is transparent to the customer.

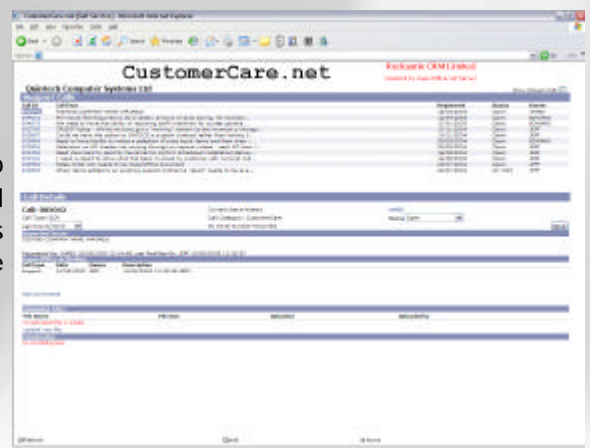
CustomerCare SelfService Management of Cases

Not only are the case records and history exposed directly to your customers, your customer has the ability to input comments to an individual case, upload files related to issues in compressed format, and edit the priority and status levels of cases on-line. The owner of the case is automatically emailed with the details added and the information is stored in CRM against the customer record and the case in question.

SelfService Search for Common Solutions

With the case search facility in **Self Service**, customers can search for similar issues to their own before logging a new case. The solutions of all similar issues will be presented to the customer for review, helping to reduce the number of cases logged.

For a more detailed introduction to Redcastle CRMPlus **CustomerCare.net SelfService**, and other components of the CRMPlus family, please email sales@redcastle.co.uk.



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