

Problem Escalation

OVERVIEW:

The NehaNet Problem Escalation System is a powerful support tool designed to increase customer satisfaction and reduce support costs. Your customers will benefit from a closed loop, fully track able, easy-to-use system for communicating their important support issues to your team. Those issues are then routed to the correct person within your extended support organization, including Customer Support, Field Apps Engineers, Field Sales, Engineering, Operations and Marketing, for follow up and resolution. You can determine the routing based on your key factors, such as customer, product, issue type, opportunity, design stage, support team availability or even by the day of the week.

BUSINESS BENEFITS:

Improve Customer Satisfaction and Retention

Give your customers best of breed support that includes 24 X 7 worldwide online access to your team of experts, fast response time, customer capability to track issue status and attach files, and automatic email notifications.

Management Control

Enforce your ideal issue resolution processes in an automated fashion, alleviating costly and error-prone manual routing and response techniques. Have notification, routing and escalation tied to the way your sales and support processes work and designs are managed. Track an issue internally to drive teams such as marketing and engineering for corrective action.

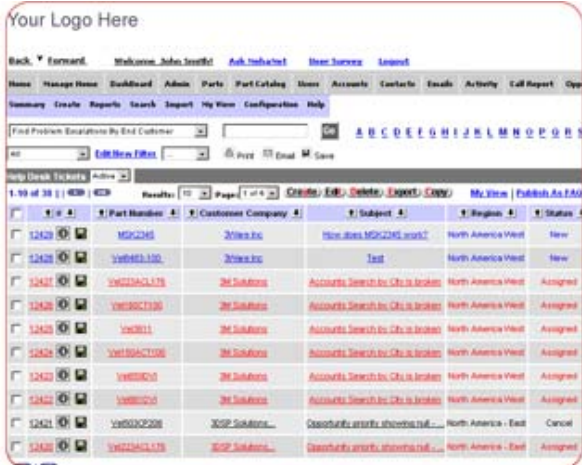
Increase Productivity

The NehaNet solution can save between ten and twenty percent of a Field Applications Engineer's (FAE) or Factory Apps Engineer's valuable time. For example, if you have ten FAEs and five Factory Apps Engineers who collectively respond to twenty five or more issues per week, the NehaNet system could save you up to two FAEs in headcount.

Management Visibility and Reports

The NehaNet solution provides management visibility over the pipeline of issues with customizable reports, ad hoc queries and easy to use data analysis tools. This allows management to prioritize and assign scarce resources efficiently and build accurate sales support plans and budgets.

“Now our sales force enters the sales cycle at a point closer to the closing of a sale and thus have more time to service strategic accounts and attend to customer issues.”



The screenshot shows a web-based interface for managing support tickets. At the top, there is a navigation bar with links like 'Home', 'Manage Home', 'Dashboard', 'Admin', 'Parts', 'Part Catalog', 'Users', 'Accounts', 'Contacts', 'Emails', 'Activity', 'Call Report', and 'Open'. Below this is a search bar and a table of tickets. The table has columns for 'Part Number', 'Customer Company', 'Subject', 'Region', and 'Status'. The tickets listed include various part numbers and subjects, with statuses ranging from 'New' to 'Assigned'.

Part Number	Customer Company	Subject	Region	Status
12420	MSP-2145	How does MSP-2145 work?	North America West	New
12420	YV0493.130	Test	North America West	New
12427	YV023462.118	Accounts Search by City is broken	North America West	Assigned
12426	YV03902198	Accounts Search by City is broken	North America West	Assigned
12425	YV08011	Accounts Search by City is broken	North America West	Assigned
12425	YV03047108	Accounts Search by City is broken	North America West	Assigned
12423	YV08020	Accounts Search by City is broken	North America West	Assigned
12422	YV08020	Accounts Search by City is broken	North America West	Assigned
12421	YV0302208	Customer's email addresses not...	North America - East	Cancel
12420	YV023462.118	Customer's email addresses not...	North America - East	Assigned

“Qualified leads make our lives simpler and have a much higher conversion rate from ‘interested’ to ‘customer’”

Keep Your Design Wins

Lack of appropriate customer support can lead to design-win losses. With a fifteen month design-to-revenue window there is plenty of opportunity to lose the business or get "designed out" because a technical issue was not addressed in a timely or accurate manner. In fact, studies show that companies that cannot track or manage issues in an efficient and consistent manner can lose up to two percent of design-wins each year.



Your Logo Here

Back | Forward | Welcome, John Smith | Ask, Instruct | User, Service | Logout

Home | Message Home | Dashboard | Admin | Parts | Part Catalog | Users | Accounts | Contacts | Emails | Activity | Call Report | Open

Summary | Create | Reports | Search | Import | My View | Configuration | Help

Edit Problem | Save As Draft | New | Add | Save & Exit | Back

Problem

Name: [John Smith] | Company: [ABC Co.] | Job: [12345] | E-Mail: [john.smith@abc.com]

Customer

Customer: [ABC Co.] | Region: [North America] | FAX: [555-555-5555]

Contact Name: [John Smith] | Phone: [555-555-5555] | E-mail Address: [john.smith@abc.com]

Part #

Product Family: [Electrical Connector] | Part Number: [12345678] | Hardware Note: [None]

Problem Summary

Created: [1/15/2007 10:00] | Updated: [1/15/2007 11:00] | Workstage: [None]

Escalate To: [Application] | Priority: [High] | Assigned To: [John Smith]

Days Open: [0] | Status: [New]

Text Box

Check Box

Submit [Save as Draft] | [Save] | [Cancel]

E-Mail To: [Original] | [Customer] | [Publish as HTML]

Customer Correspondence

Enter question below. Others provide their steps to replicate problem. (2000 Characters Maximum)

FEATURES:

- ❖ Bug Tracker integration
- ❖ Opportunity integration
- ❖ Workflow Engine
- ❖ Auto-logger
- ❖ Part or part-family based attributes and checklists
- ❖ Personalized portal pages
- ❖ Audit Trail
- ❖ Permissions Control
- ❖ Attachments
- ❖ Two-click Smart Jump
- ❖ Microsoft Excel integration
- ❖ Microsoft Outlook integration
- ❖ HTML Editor
- ❖ Flexible Reporting and Analysis

Your Logo Here

Back | Forward | Welcome, John Smith | Ask, Instruct | User, Service | Logout

Home | Message Home | Dashboard | Admin | Parts | Part Catalog | Users | Accounts | Contacts | Emails | Activity | Call Report | Open

Summary | Create | Reports | Search | Import | My View | Configuration | Help

View: John Smith | Export to XLS | Feb 7, 2007 | 8:15

Get your Sort Criteria by clicking on the up or down arrows at the top of each column.

Problem Number	Submitter	Assignee	Escalate To	Problem Status	Days Open & Total (Days)
12306	John Smith	Nehalset Admin	Application	Closed	987
12366	John Smith	Nehalset Admin	Application	Closed	931
12309	John Smith	Nehalset Admin	Application	Closed	931
12304	Nehalset Admin	Nehalset Admin	Application	New	826
12372	John Smith	Nehalset Admin	Application	New	799
12376	John Smith	Nehalset Admin	Application	New	799
12374	John Smith	Nehalset Admin	Application	New	610
12301	John Smith	Nehalset Admin	Application	New	610
12381	Nehalset Admin	Rodi Carlson	Application	New	491
12303	Nehalset Admin	Rodi Carlson	Application	New	491
12383	Nehalset Admin	Rodi Carlson	Application	New	471
12304	Nehalset Admin	Coler Hawkins	Application	New	471
12384	Nehalset Admin	Coler Hawkins	Application	New	471
12308	John Smith	John Smith	Application	New	246
12386	John Smith	John Smith	Application	New	246
12307	John Smith	John McCarthy	Application	New	246
12387	John Smith	John McCarthy	Application	New	246
12308	John Lawson	John Smith	Application	New	246
12388	John Lawson	John Smith	Application	New	246

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NehaNet Corporation is the premier provider of sales, support and marketing automation solutions and services to the electronic components and related industries. Let NehaNet bring its in-depth domain knowledge and years of experience with industry best practices to your business today.