

GeoCom[®] Helpdesk 5.6

The intelligent user support for efficient trouble shooting



GeoCom
Helpdesk

Strengthen your position in the market with service orientation, competitiveness, and customer satisfaction. An efficient user service with a customizable scheduler will help you to achieve your goal.

Highlights

- **Platform independence.** Don't go for compromises. There is no need to switch from your favourite operating system, whether it be Windows 9x, NT, 2000 or another preferred system
- Take advantage of the database's fast **replication mechanisms** for distributed locations. Work offline with full data availability and data integrity
- Experience the speed of communication between the end user and a **multi-tiered customer support**
- Access **established knowledgebases** and solutions by just one mouse click
- Classify problems and delegate them to the responsible **second-level support**
- Meet customer-specific response times by **automatically monitoring deadlines**
- **3-user-license just allows you to support any number of employees or customers.** Purchase of a user license is required for your Helpdesk agents only - no license is needed for the usage through a customer.
- <http://www.geocom.de>

Innovative Support

GeoCom[®] Helpdesk is a support system that irrespective of type of business helps you to solve problems that may arise in enterprises with close customer relationships.

GeoCom[®] Helpdesk is based on the Lotus Domino groupware. An information pool with pending queries, work flow for escalation and direct access to knowledge-bases ensures a quick solution for a problem and enhances customer relationships.

Efficient Strategy for a Solution

With GeoCom[®] Helpdesk the call form can be filled by the user himself or by a customer service agent (Hotline). Direct access to relevant information and previously solved problems will help to answer customer questions without delay. More complex problems will be classified so that the trouble- ticket is instantly delegated to the responsible service engineer or to second-level-support. At the same time an e-mail notice or the start of a deadline monitor can be triggered.

For the responsible supervisor GeoCom[®] Helpdesk gives a detailed overview of all pending queries with the possibility to intervene.

Adaptation to any Environment

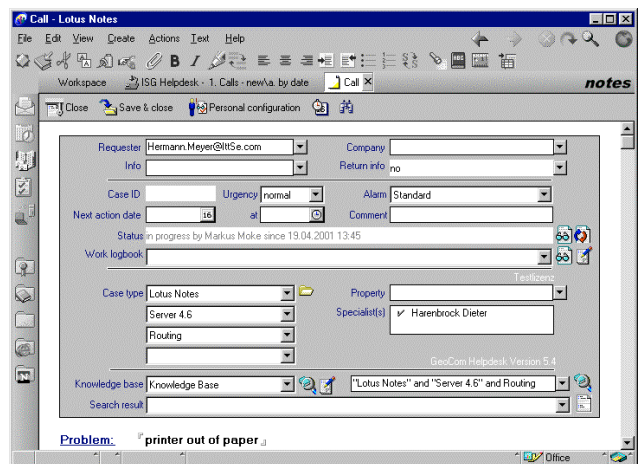
A perfect customer service and order management can only be achieved if the entire information pool can be seamlessly integrated. That means using GeoCom[®] Helpdesk enables to

utilise already existing knowledge-bases as data sources covered by a standardized interface.

Rapid Communication

Simple and fast communication is an important building block for efficient teamwork. Thus, with the integrated TAPI- Support, telephone connections are easily made by mouseclick just like sending messages from the integrated e-mail-system to call center agents or support departments.

GeoCom[®] Helpdesk can easily be installed with a few mouseclicks



only. More than 1000 configuration parameter provide you with individual customer specific adjustments.

Customer specific requirements

Extensions to GeoCom[®] Helpdesk are offered by ISG Information Systems GeoCom GmbH.

For more information please contact helpdesk@geocom.de