

## Powertrak™ Service Manager

Practice the art of supporting and extending your customer relationships. With Powertrak Service Manager, issues are routed to the correct support agents automatically with e-mail notification. Support staff has the complete customer contact and product order history at their fingertips.

This module includes multi-level case and incident management, escalation handling, product problem tracking, and cross-product defect management. Built to handle multi-channel partner/customer environments.

This module is web-based, with full support for multiple service sites and an optional self-help portal to lower your costs and improve service. Multi-channel organizations can use this module to keep their partners on top of issues within their shared customer base and improve service while lowering everyone's costs.

### Product Summary

#### Quick Case Entry

Optional call center integration to handle more issues with less staff.

#### Unlimited Role-based Case Assignment

Configurable workflow rules get issues to the right service rep at the right time.

#### Maximize Service Across Multiple Support Center Locations & Languages

Within one system for true international enterprise service.

#### Consolidate Incidents into a Master Case

Eliminate duplicate work and control outbound communication.

#### Multi-dimensional Partner, Account and Contact Level Incident Control

Show where incidents are coming from and help you allocate resources.

#### Enterprise Activity and Solution Rollup

From child incidents to parent businesses and locations for easy resolution.

#### Integrated to CRM, ERP, Field Service

Linked to all CRM functions and ERP systems to avoid duplication, improve account management and shorten service cycles.

#### Full Web Partner/Customer Self-help

Both partners and customers can manage their incidents, with optional support for RMA and field service issues.

### Product Details

#### Maximum Case Resolution

- Faster incident intake gets more calls through your service center.
- How long does it take your engineers to review the incident queue? Do you wish that you could pull similar cases together for resolution?
- Powertrak provides the simple way to manage complex cases and handle higher call volume at lower cost.

#### Role/Rules-driven Workflow

- Powertrak can assign cases to teams and engineers and prompt them with email notification in one step to keep incident and route the incidents automatically to keep service costs even lower.
- Use the optional Powertrak Portals to submit incidents and route the incidents automatically to keep service costs even lower.

#### Multiple Support Sites & Languages

- Multiple support centers can use one system, to balance load and handle multi-country or multi time-zone support.
- Powertrak can even handle multiple native language screens against one MSCRM database.

## **Product Details**

### **Unlimited Incidents & Issues per Case**

- Pull MSCRM case incidents together to save time and resolve them all at once instead of searching through a stack of incidents.
- Link and resolve multiple product issues in one master case to keep your rep's time down and eliminate multiple tracking lists.
- Powertrak keeps tabs on where the open issues are and helps your product engineers solve more problems.
- Powertrak is modifiable through the optional Powertrak Application Builder, so you can interface Technical Case Manager to ERP, shipping and other back-office systems.

### **Self Help for Partner & Customers**

- Built to handle complex partner channels, the system can manage incidents coming from partners, from their customers and in combination, with filtered lists across all contact dimensions.
- Powertrak Portals provide status updates and full incident tracking for all types of customers to keep your call volume down.

### **One-stop Defect Management**

- Manage defects from discovery through the full solution cycle in one system. Even link external files, schematics and other data related to these issues.
- Communicate solutions to effected customers quickly without going through endless screens.

### **Integrate to CRM, Field Service & More**

- Sales, marketing and order handling reps can avoid getting blind-sided during calls because all CRM users can review service issues before they make contact.
- Powertrak is built using the Powertrak Application Builder and shares data with other systems, including optional interfaces to field service and ERP systems.

### **Optional CTI and Call Center Modules**

- Whether you have 4 service reps or 4000, you can add optional Computer Telephony (CTI) to pop a caller's full customer support profile to save time.
- Add optional branched dynamic scripting and tailored intelligent entry screens to lead your reps down the solution path with less training.

### **A Complete Solution**

- Add Powertrak modules for specific industries or add the general modules to improve every customer-facing department, to process RMA's, provide complete Field Service and configure replacement systems on-the-fly.
- Powertrak, Microsoft CRM and ERP solutions like Microsoft Great Plains Financials can help you round out a complete one-stop solution.