

The Nexterna™ Clearview Call Center module helps customer support analysts quickly resolve calls using an integrated knowledge base, providing call avoidance, and minimizing the instances of on-site service. It allows companies to fuse their customer relationship management activities with the rest of their field service operation.

Overview

The extensive capabilities of the Nexterna Clearview Call Center module focus on front-end call management and an integrated knowledge base.

Front-End Call Management

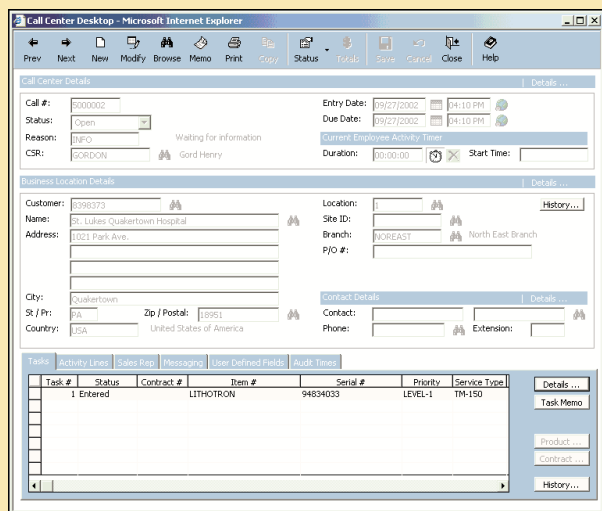
The front-end call management feature speeds resolution time by providing immediate access to up-to-date contact information, as well as equipment, service, and contractual details. Since customers quickly get connected to the right people with the right knowledge, many of their questions can be answered over the phone.

By avoiding an on-site technician visit, companies can save time and money. However, when on-site service is required, calls can be seamlessly transferred to service orders. And, to ensure accurate billing and pinpoint inefficiencies, the time spent on each task can be automatically recorded.

- Intelligently route calls to the right person, the first time
- Display history details by item, service type, or service location
- Set-up several different types of tasks within the same call
- Accurately track start and finish times for each activity
- Seamlessly transfer calls to service orders

Call Center Billing

The call center billing feature allows service organizations to bill for service that is provided over the phone. The billing process is triggered by the closing of the call and provides the ability for all revenue and cost information to be transferred via XML to an accounting or ERP package.



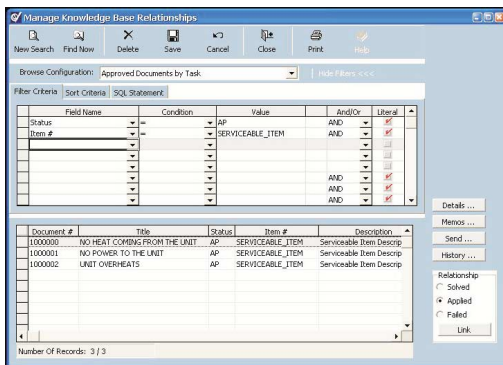
Integrated Knowledge Base

Nexterna Clearview's integrated knowledge base feature enables customer support analysts to quickly diagnose and resolve problems. It records four levels of information against each item – such as problem, cause, and repair – to allow for root cause analysis. Since information is shared across the entire organization, new analysts can learn from the solutions recorded by their more experienced peers. Rather than taking a multi-tiered approach, Nexterna's knowledge base follows a level structure so users can see the resolution history of all calls associated with the problem that's been identified.

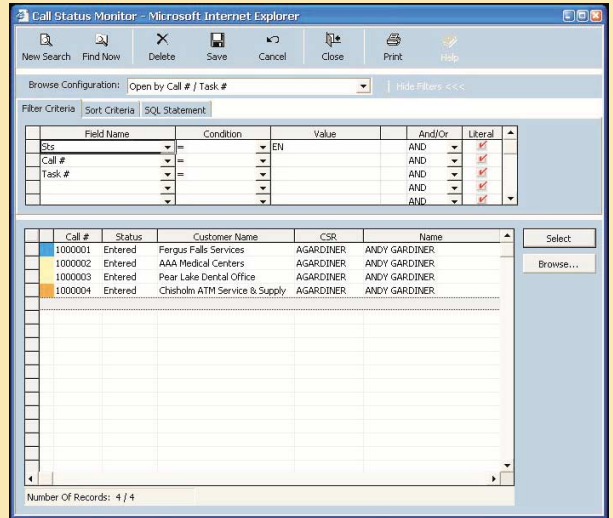
- Access the call resolution history of all similar issues
- Leverage existing knowledge to speed resolution times
- Minimize training time required to get new analysts working productively

Benefits

With the Nexterna Clearview Call Center module, service organizations can more effectively route and resolve calls. They're able to achieve greater efficiencies by interconnecting their call management and on-site service systems. By reducing the number of required on-site visits and improving call resolution times, this module allows companies to serve more customers, in less time, at a lower cost.



Nexterna Clearview Manage Knowledge Base Relationships



Nexterna Clearview Call Status Monitor

About Nexterna

In 2001 the first integrated Field Service Management application featuring GPS and Mobile Communication systems gave Nexterna its place as a 'best in class' business solution leader. We continue to develop, implement and support all Clearview software from our Burlington offices. Providing superior customer satisfaction, better workflow, morale and increased revenues is our common goal. In fact, with over 30 years of Service Operations Industry Experience we look forward to any challenges your team may present. At Nexterna we are reliable; we care, communicate and have a passion for exceptional service.

About Nexterna Clearview

Clearview's time tested and proven functionality is easily adapted to your specific Service Operations and Business Practices. Mobile Access, Route Optimization and Intelligent Automated Scheduling with Integrated Mapping and Graphical Dispatch Board. The Call Center, Integrated Knowledge Base, access to Service History and Asset Lifecycle Maintenance enable predictive performance. Efficiently manage Service Contracts with flexible billing capabilities, SLA measurement, Preventive/Scheduled Maintenance and a well-diversified Inventory Control system. Seamlessly integrate with GPS, Accounting Applications, Messaging and Calendar, Couriers, Vendors, and Taxing Software. Built-in Business Rules with KPI's visible through Financial and Operational Dashboards. Sales features facilitate visibility of Quotations, Rentals and Warranties so you can proactively manage Client and Prospect activity.

Learn more at www.nexterna.com