

# eBUSINESS eSERVICE



## Key Benefits



- “Out of the Box” functionality
- Self-managing customers
- One point of contact
- Manage a reseller channel
- Knowledge Base access
- Leading-edge technology
- Self-service web access for fast turnaround
- A window on software development
- Register interest in calls and logs
- Track assets and lift service levels
- Sales enquiries responded to rapidly
- Multiple views for easy call management



“Very, very responsive!”

# Greentree® eService

In today's business world, customers expect direct access to information serving technologies that will help them stay informed, communicate effectively and make better business decisions. The Greentree eCRM Service Portal empowers your customers and staff, with a web-based connection to the Greentree CRM Service modules, providing real-time access to both enquiry and data entry functions.

### “Out of the Box” functionality

The Greentree eService Portal has been designed for rapid implementation into almost any service-based organisation. A range of standard data entry and enquiry functions have been developed which can be easily customised and implemented into an organisations existing web site. The eService Portal operates on-line with the Greentree Service and Support modules, providing real time access to allow users to log their own support requests, as well as monitor the current status of calls, issues and other information.

### Self-managing customers - one point of contact

Your customers are able to login to a secure area via

your web site and view the status of calls that they have outstanding, plus enter new ones. Calls that are logged via eService are automatically routed to the appropriate department and person within your organisation, for review and/or action. This means that not only are customers able to log new issues 24 hours per day (where appropriate), but the “double handling” of calls via a help desk person is removed.

### Managing a reseller channel

Calls can also be effectively managed for a channel-based support organisation. An example of this scenario would be a computer hardware distributor that offers a warranty or repair service for products that are sold via retail



outlets. Goods may be returned for repair via the retail outlet and both the end-user customer and the retailer are able to track the status of outstanding repairs.

The reseller would be able to view the status of all product repairs or issues they have outstanding, whereas the customer would be able to view their own repairs.

### Knowledge Base

An optional link to the Greentree Knowledge Base module is also available to assist in addressing and researching issues immediately. This means customers may be able to resolve some issues themselves, without the need to contact your help desk at all.

The Knowledge Base is completely configurable to limit the amount of information that is available to customers, versus your own specialist staff.



### Self-service web access for fast turnaround

Customers and staff can communicate and manage support issues remotely using eService from their browser. Greentree eService generates Support Calls or Service Requests and provides live updates to Workflow Desks ensuring their immediate visibility, resulting in faster issue resolution times.




### CLIENT SPOTLIGHT: Acumen Republic

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## Related Modules

### A window on software development

Greentree provides developers with comprehensive software change management functionality. Software changes, known as logs, can be tracked through a development lifecycle and eService provides an easy to use window on progress for resellers and customers.

### Register interest in calls and logs

View software logs and register yourself as an interested party to a call or log, to easily keep track of progress and the final problem resolution or outcome.

### Track assets and lift service levels

eService provides complete visibility of assets owned, managed or maintained by your organisation. Lift the level of your after-sales service and support by allowing customers to create support calls directly linked to the problem asset and provide full visibility of service level agreements and warranty details.

### Sales enquiries responded to rapidly

eService allows you to speed response to customer

sales enquiries by ensuring customer requests get to the right person immediately using Workflow desktops and that the request is captured and tracked within Greentree CRM.

### Multiple views for easy call management

Manage calls on behalf of your own organisation as well as for customers with eService's multiple views. This is ideal for service organisations that manage calls on behalf of many customers.

### Leading-edge technology

The Greentree eService Portal utilises web-based protocols to provide an interface that can be easily adapted to a range of business requirements. A "web services" engine manages communications between the main Greentree database and external web-based systems via a SOAP/XML transport protocol.

The eService Portal, being based on standard web services, allows your customers' own systems to directly integrate with Greentree via the web.



"Very, very alive!"



Your customer may have their own call logging system, and they can directly create and update calls using web services from within their application. This seamless integration across the web is the beginning of a new era of web-based business computing, with Greentree leading the way.

The eService Portal has been designed for implementation into organisations with minimal effort required to add company logos or other key information. However, if required, all the eService web pages provided can be easily changed by an experienced web-developer.

### Integration with other Greentree Modules

Greentree's modular system builds upon and integrates with all other modules to ensure that every drop of business intelligence is extracted from every transaction right across the business – nothing goes to waste. This translates into aggregated business value and you need only purchase the modules that best fit your business.

Information from calls/service requests can be updated to

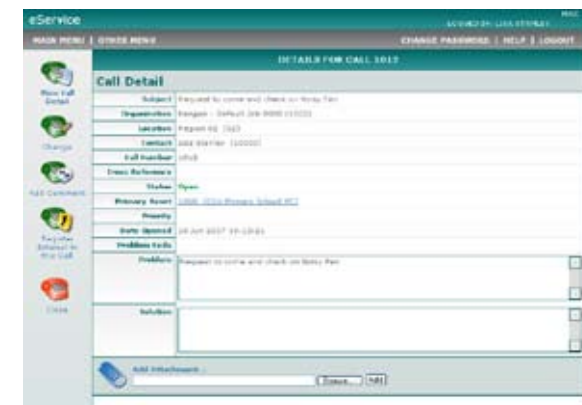
other Greentree modules providing comprehensive and immediate control over resources and planning.

eService integrates in real-time with these Greentree modules:

- Contacts and Relationships
- Service and Support
- Asset Management
- Knowledge Base
- Job Cost

“Greentree’s integration and specifically, our use of CRM as our information hub and single data entry point, has effectively automated workflows from end-to-end with significant savings in time and costs – we now spend time managing the possibilities Greentree has created for us.”

*Mark Murphy, Finance Director - Gerrard Murphy Plumbing*





## “Very, very integrated!”

Greentree is modular, with all business functions totally integrated. This provides you with a wide variety of modules and sub-modules that afford options rarely found in other packages. You purchase the pieces that you need, effectively matching the system to fit your business. Choose from: Financials, Job Costing, Supply Chain & Distribution, Manufacturing, Human Resources, Customer Relationship Management (CRM), Service & Asset Management, Business Intelligence, Retail, Workflow-Business Process Management and eBusiness.

Greentree is a **flexible** solution, readily adapting across a broad range of industries and business types. Businesses are provided with a **powerful**, extremely cost-effective system that has consistently proven itself capable of managing change and growing business potential.

With simple, smart thinking at your fingertips, Greentree provides the ultimate seamless business-building environment. Exploit its accuracy in business metrics, challenge its capability to deliver empowering information. Rely on the one highly **responsive** solution to efficiently streamline your internal processes resulting in increased manageability and productivity across all areas of your enterprise.

**What’s the difference to any other software solution? Greentree is the most responsive business software product available, providing a source of competitive advantage to help you drive your business to the next level!**

