

Customer Service and Support

COMPLETE INCIDENT MANAGEMENT

SOLVE CUSTOMER PROBLEMS

GET PAID FOR YOUR SERVICE

KNOW YOUR CUSTOMERS AND PRODUCTS

DESIGNED FOR THE CUSTOMER-CENTRIC ENTERPRISE

EASY TO USE, EASY TO CUSTOMIZE

Establishing long-term, profitable customer relationships is critical to surviving in today's fiercely competitive marketplace. Responding to your customers in a timely, meaningful manner can make the difference between retaining or losing them to your competition. Epicor Customer Support allows you to easily gather, organize and share customer information, making possible a real-time, two-way flow of communication between your enterprise and your customers. Epicor Customer Support offers complete incident tracking, an adaptable knowledge base and follow-up features, so everyone in your enterprise knows the complete story, can find answers quickly and solve problems in record time.

Complete Incident Management

Thorough incident tracking features empower you to deliver timely, accurate, complete and clear information to your customers. You can easily open, track, report on and close incidents. Follow-ups can be attached to incidents to ensure commitments are kept. Plus, user-definable queues allow managers to prioritize workflow. Standard reporting enables management to pinpoint customer issue patterns.

Solve Customer Problems

The Epicor CRM AnswerBook feature, an online store of answers to your customers' most frequently asked questions, makes it easy for anyone in your company to give fast and accurate answers. You can fax or e-mail answers directly to the customer from your workstation.

Get Paid for Your Service

Epicor Customer Support helps support departments identify and forecast their contribution to the bottom line, resulting in greater profitability and predictability. With multiple service levels and billing options, you can give your customers service-level agreement choices to fit their budget or requirements.

Know Your Customers and Products

Companies with a growing customer base and an expanding list of products find it increasingly difficult to stay on top of their information needs. Epicor Customer Support enables you to track your customers' purchases, as well as any products they return for service or replacement. You can easily manage return material authorizations (RMAs), keeping your customers and management up-to-date. You can enter and track customer requests for product enhancements, ensuring your products continue to meet their needs.

Designed for the Customer-centric Enterprise

Epicor Customer Support makes it easy for enterprises to focus on customers. In fact, everyone who interacts with a customer has access to their call history. Customers no longer have to repeat themselves whenever their case is passed on to someone else in your enterprise. Ultimately, this seamless flow of information provides a smoother transition from sales to support.

Easy to Use, Easy to Customize

Epicor Customer Support gives you powerful searching and customization capabilities, as well as basic features. Because it is highly customizable, the product works the way your business does, not the other way around. System options enable you to adapt it to fit your needs without touching a line of code. Plus, you have two levels of customization. Through a drag-



DETAILED FEATURES

INCIDENT MANAGEMENT

- Complete incident history
- An open incident can have any number of events (or conversations) associated with it
- View an open incident and get a complete picture of its history
- Collect and share customer notes and feedback
- Queues make it easier to manage workflow and priorities
- Administrators can define the incidents support representatives see by default
- Unlimited queues
- Transfer multiple incidents to an individual or queue
- Track which support representatives are available to accept incidents
- Assign action plans to support incidents

KNOWLEDGE MANAGEMENT

- Customizable, online knowledge base
- Full-text data searches (Natural Language or Boolean)
- Track customer feedback

SERVICE AGREEMENTS/BILLING

- Blanket and product service agreements
- Custom, extended and standard service-level types
- Confirm that a customer is covered for service before providing it
- Track and bill for service based on number of incidents, dollar amount purchased
- Maintain multiple service agreements
- Bill for service technicians at variable rates
- Print billing statements

PRODUCT REGISTRATION AND TRACKING

- Rapid product registration
- Web-based product registration via companion product
- Tracking at both the product and component levels
- Transferring registered products to new owners
- Control access rights to product information

RETURN MATERIAL AUTHORIZATIONS

- Track entire merchandise return process
- Automatic generation of unique RMA numbers
- Line-item tracking of services performed
- Enter multiple RMA items for same part number
- Automatic generation of an order from an RMA
- Link RMAs to incidents

ORDER ENTRY

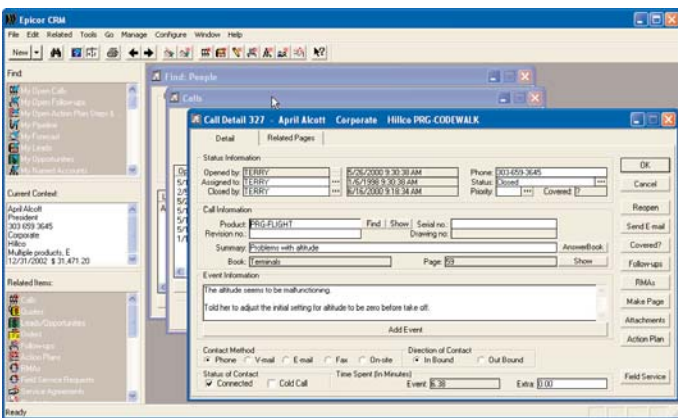
- Place and track orders
- E-mail/fax orders to customers
- Attach enclosures to an order
- Add multiple line items to the same order
- Distinguish between non-billable and billable orders

CHANGE REQUEST MANAGEMENT

- Manage product defects and enhancements
- Automatically check for redundant defect reporting
- Track product defect workarounds
- Track and view all calls related to a change request

KEEP IN TOUCH WITH CUSTOMERS

- Follow-ups/appointments/ to do's
- Microsoft Outlook integration
- E-mail/fax messaging
- Set automated follow-up reminders
- Template-based correspondence
- Microsoft Word integration



and drop process, you can easily modify forms and fields to create your own look and feel. Or, you can utilize the open architecture to modify how the forms and functions interact with your user's input. This allows your company to establish its own business rules by defining how a screen interacts with your data.

About Epicor and Epicor CRM

Epicor Software Corporation has long been a recognized leader in building world-class applications. Epicor Customer Relationship Management Suite is no exception. Consisting of a number of modules, including Customer Service and Support, Epicor CRM can help you effectively manage your customer relationships. For more information on Epicor CRM, contact your authorized Epicor Partner or call Epicor at 800-997-7528, or visit us on the Web at www.epicor.com.

With Epicor Customer Support, your support reps will get immediate access to information, ranging from customer incident history to a knowledgebase that will allow them to provide outstanding customer care.



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