

## Redcastle

### Application Datasheet:

## *Service Management Self Service for SuperOffice CRM*

Think how helpful it would be, to you and your clients, if your clients could register their incidents directly onto your Service Management system via the Internet? How much better would it be for your clients to track their incidents directly on the Internet themselves?

Service Management Self Service allows just that. Now your clients can and your service and account management personnel can be updated via by email of newly registered incidents, and your customer in turn can be informed by email of the progress of the incident in line with the standards in ITIL.

### **Service Management Self Service Incident logging via the Internet**

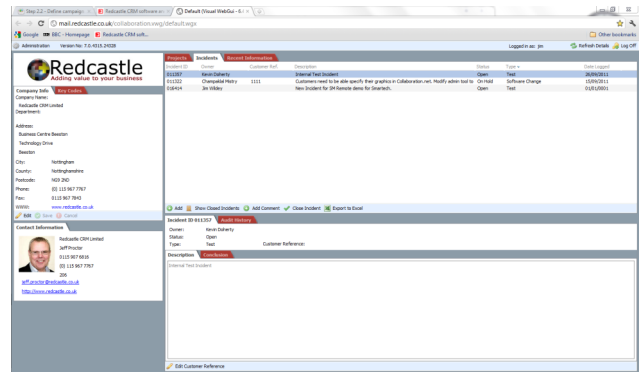
Using the latest developments from SuperOffice and .net technology from Microsoft™, your customers can use the Self Service extension to Redcastle's Service Management application. In a very secure way, nominated contacts at your customer sites, using a unique username and password can gain access to Service Management Self Service via the Internet. There they can see all the incidents registered by their organisation. Customers can add new incidents to Service Management in Self Service. On registration an incident number is allocated and an email is automatically sent from the customer to your general support email address, and the incident is added to Service Management as "unassigned". Your Service Management manager or individuals in your Service team can then assign or take ownership of the incident.

### **Service Management Self Service tracking of incidents**

Service Management incidents exposed on the Internet, gives the customer high visibility of the progress of the incidents registered against them. The history of previously closed incidents can also be reviewed. This also means that your company's Service Management performance is transparent to the customer.

### **Self Service Management of Incidents**

Not only are the incident records and history exposed directly to your customers, your customers have the ability to input comments to an individual incident, upload files related to incidents in compressed format, and edit the open/closed status levels of incidents on-line. The owner of the incident is automatically emailed with the details added and the information is stored in CRM against the customer record and the incident in question.



### **Key points**

- Customers can log and track new incidents via the Internet using their secure login and password
- Customers have exposure to all of their own company's logged incidents
- Customers can review previously closed incidents
- Customers can close (and re-open) incidents
- Customers can add comments/activities to the history of an incident
- Saves service staff time by customers logging their own incidents
- Allows out of hours incident logging

### **For more information on Service Management Self Service**

Call: +44 (0) 115 967 7767, email: [sales@redcastle.co.uk](mailto:sales@redcastle.co.uk) or contact your local SuperOffice reseller.

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