

GoldMine® Enterprise Edition

Service Management

GoldMine® Enterprise Edition helps companies manage their customer support and service interactions. Service organizations today are continuing to look for ways to manage the issues tracking and resolution process better, and continuing to search for decreasing customer support costs.

Customer Service and Support Management, part of FrontRange Solutions® GoldMine Enterprise Edition application, provides users the ability to manage the entire service process with robust, easy to use features. GoldMine Enterprise Edition helps companies manage and track customer service issues, from issue capture and throughout the resolution process.

Service and Support Management is designed to help your team route cases, maintain the support process, and manage customer issues for quick resolution.

Service Lifecycle Management

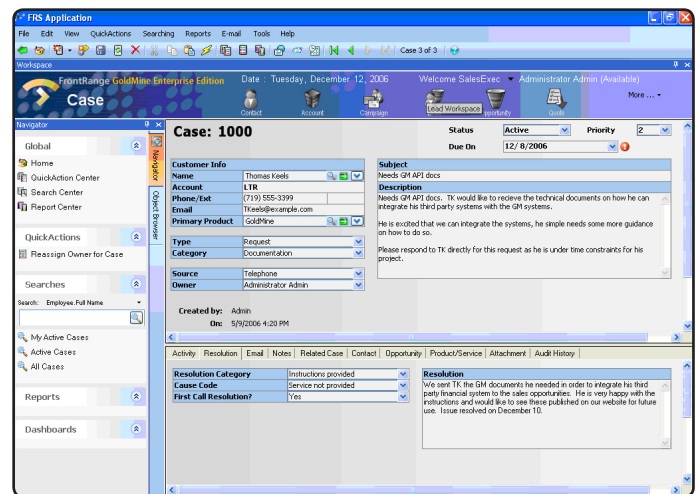
GoldMine Enterprise Edition helps customer service organizations monitor the health of their customer support activities, from issue tracking to case resolution. Perform case management in order to help your organization support customers quickly and within budget. Use GoldMine Service Management tools to create issues for your customer facing agents to respond, act, and resolve.

Service and Support tools allow companies to capture issues, relate issues to existing cases, manage case activities, view product and service content and resolve cases accordingly. GoldMine Service and Support features help ensure the quality of and timely response of any customer issue that may arise. GoldMine Enterprise Edition allows companies to manage the total cost of the customer service organization and help ensure customer satisfaction for repeat business.

Case Management

Manage product, documentation, service issues, and much more using GoldMine Enterprise Edition. Automatically assign issues to

the service agent based on a set of configurable business rules. The application allows you to clearly define rules that will optimize case routing and issue priority for more efficient results. Customer support agents will be notified of important issues for quick action or re-assignment if necessary. GoldMine Enterprise Edition's Service Management system helps distribute cases in real time using extensible business logic so your support agents can manage and resolve issues for greater customer satisfaction.



Proactively manage your customer service and support interactions to increase the response rate for your customer service organization.

GoldMine Enterprise Edition helps ensure that there will be no issue backlog. Using Customer Service and Support Management features, end users and managers have the ability to view all issues within each division, by priority and by product or service line and help position the customer service agents accordingly.

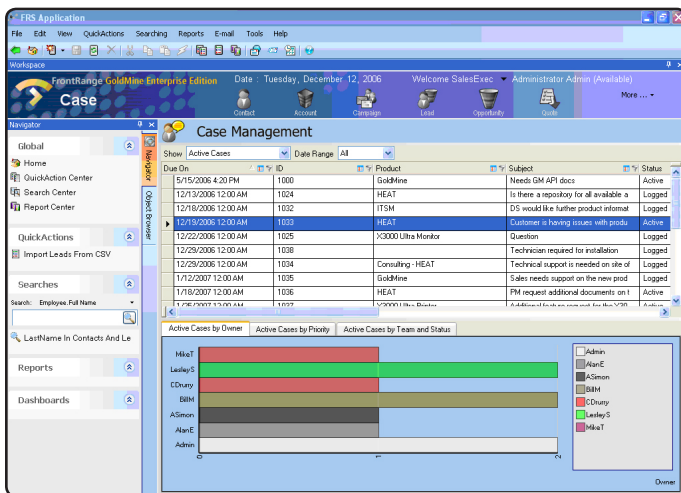
Service Business Process

GoldMine Enterprise Edition has simple, pre-built quick actions that allow service managers to quickly route and reassign customer issues for the best response times. As cases are created and resolved during the service and support process, users have the ability to prioritize issues according to various case attributes, thus

ensuring the most urgent service requests are taken care of. These cases, once resolved, can quickly be converted into potential sales opportunities or used for better service knowledge regarding future service requests.

Customer Service and Support Dashboards and Analytics

The GoldMine Enterprise Edition Dashboard and Analytics features help customer service and support organizations clearly understand the issues and resolution process the company faces. Not only can service managers understand where their cases reside, it allows managers to view which products or services have the most issues, and helps them quickly act upon cases for quicker resolution. Once the cases have been logged, end users can view cases are top priority, and other similar issues that may help solve each case. The powerful dashboard center enables any user to view, edit and create dashboards for them to better manage their customer service and support activities.



GoldMine Enterprise Edition Service Management features helps managers maintain their customer issues via Dashboards and Analytics.

Interaction Management

Leveraging the power of the phone along with CRM just got easier. GoldMine Enterprise Edition provides Interaction Management to take your customer interactions to the next level. With call routing and screen pops for inbound calls and click to dial capabilities, the application tracks customer service interactions automatically. GoldMine Enterprise Edition has been designed to help businesses drive business value in every customer interaction.

Quicker Issue to Resolution Process

If your organization is looking to improve the customer service and support activities, GoldMine Enterprise Edition was created specifically for you. Built in Service Lifecycle Management functionality helps guide the customer service agents for precise issue capture and quick resolution. These service process improve customer satisfaction and helps reduce overall service costs.

FrontRange Solutions, a provider of CRM and service management applications for over 16 years, with more than 130,000 customers worldwide – is your source for integrated applications that allow you to drive customer loyalty, increase productivity and sales effectiveness, and build exceptional relationships across your entire value chain.

Integration with additional GoldMine® Enterprise Edition functionality:

Service Management is just one part of the GoldMine Enterprise Edition Solution. Other functionality includes:

Relationship Management

- Provides Contact and Account management capabilities to tie into the Service Management flows

Campaign Management

- Campaign creation and execution to generate leads and corresponding opportunities from any customer request

Sales Force Automation

- Converted leads get acted upon quickly and consistently by using sales methodologies and opportunity management

Quoting

- Quote creation and approval features enable GoldMine users to consistently sell to their client base

Call 1.800.443.5457 to speak to a FrontRange representative today, and discover the benefits of GoldMine.
www.goldmine.com