



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.

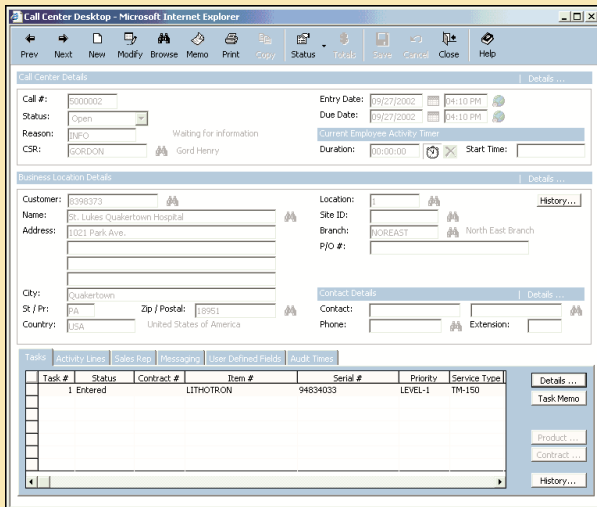
By avoiding an on-site technician visit, companies can save time and money. However, when on-site service is required, calls can be seamlessly transferred to service orders. And, to ensure accurate billing and pinpoint inefficiencies, the time spent on each task can be automatically recorded.

- 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.

Nexterna Clearview Call Center Desktop



Integrated Knowledge Base

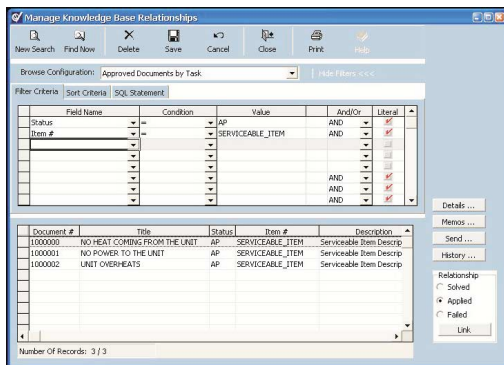
Nexterna Clearview's integrated knowledge base feature enables customer support analysts to quickly diagnose and resolve problems. It records four levels of information against each item – such as problem, cause, and repair – to allow for root cause analysis.

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.

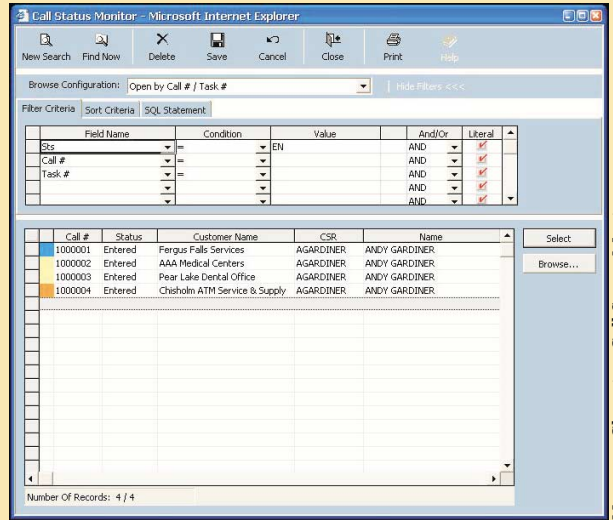
- Access the call resolution history of all similar issues
- Leverage existing knowledge to speed resolution times
- Minimize training time required to get new analysts working productively

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

Nexterna, Inc. provides wireless mobile resource management solutions that help Field Service organizations increase productivity, lower operating costs, and improve customer satisfaction.

About Nexterna Clearview

Nexterna Clearview is a complete field service management application that is seamlessly integrated with GPS tracking and mobile communication systems. The Nexterna Clearview system is fully web-based, wirelessly enabled, and includes integrated mapping. It allows field service technicians to work together in real-time with the central office.

The Nexterna Clearview web-based application includes in-depth modules for service order management, sales order management, call avoidance, optimized dispatch with integrated mapping, contracts and preventative maintenance, product/asset tracking, and logistics and reverse logistics.

The Nexterna Clearview application can be deployed as part of a complete real-time service management system that includes the following optional modules: integrated mobile service management software, field web access, customer web access, data import/export, wireless data connectivity, and real-time vehicle location using GPS technology.

Learn more at www.nexterna.com/clearview