

CALL CENTER



GLOVIA G2 Call Center Represents the Essence of Customer Care.

Quickly Engage Your Customers

Searches and Call logging screens designed to maximize productivity means calls can be logged quickly with minimal effort on either desktop or mobile tablet devices.

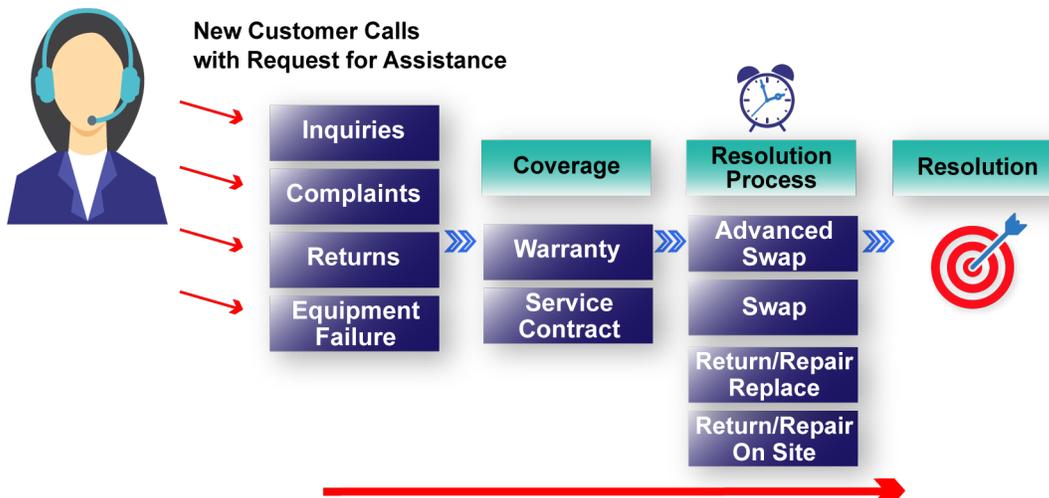
Rapidly Record Calls and Identify the Resolution Path

Pre-defined flexible call categories, priorities and resolution processes minimize the time and effort required to accurately record an issue and process it to the next step in the resolution process.

Automatic synchronization of the Contact information between Microsoft Outlook, mobile devices and GLOVIA G2 ensures that calls are logged quickly using contact information that is accurate and up to date.

Immediately Gain Your Customers Trust and Confidence

GLOVIA G2 Call Center is part of the fully integrated GLOVIA G2 ERP solution. This means all the information you need to rapidly create a case and drive the resolution process forwards is only a fingertip away.



Equipment Breakdowns, Servicing and Repair

When dealing with equipment servicing or breakdowns - you can immediately access information on the equipment register, component trace-ability, repair and replacement history, Warranty, Extended Warranty and Service Contract coverage, etc.

Within seconds of the initial call your customer care specialists will be able to identify the equipment and components in question, provide advice regarding warranty coverage and create a service repair order that can be used to manage the repair or replacement of equipment.

Being able to do this on an initial short call inspires trust and confidence in your organization and the importance you place on customer care.

Continuous Customer Engagement

All activity is tracked as the 'case' moves through various stages of diagnoses, action and resolution. Automatic emailed updates provide your customer with evidence of your rapid, controlled, measured approach and the emphasis you place on customer care.

Proactive Management of Activity, Escalations and Deadlines

All activities are automatically assigned a deadline. Color is used to alert the user of deadline failures.

GLOVIA G2 Alerts, Ad-hoc reporting and charting capabilities provide you with the tools you need to inter-actively analyze, measure, assess and manage all aspects of Customer Care, to assess equipment repair and failure rates, to identify possible recall's and beyond.

Flexibility

GLOVIA G2 Call Center is a generic solution for managing a wide variety of 'Customer Service' and 'Help Desk' needs including:

- o Help Desk
- o Service Desk and ticket management
- o Call logging
- o Case Handling
- o Complaints Handling
- o Service and education request management
- o Equipment repair and Service management
- o Etc.

GLOVIA G2 Call center provides the flexibility and agility to run multiple Call Centers within a single organization, each with separate security, users, categories, responsibilities, actions, work queues, etc.

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