



Powering every phase of customer support

phone: 866.390.3492

Event Engine Datasheet

Automated Escalation Management, Business Rules Engine, and Reporting

Features

Benefits

Automatic escalation and notification about high priority issues

Stay on top of the hot issues by automatically identifying critical problems and assigning them to a higher support level. An alert then lets you know a new issue is on the way.

Automatically route tickets from email and web portal

No need to assign an agent to monitor email or your web portal for issues as these are automatically turned into tickets with the event engine assigning them to technicians, including severity.

In addition, the response email contains suggested solutions from your knowledge base, FAQs, and other documentation.

Automatically update customers

Keep your customers up-to-date on the progress of their open tickets and let them know when the ticket is closed by setting Event Engine to send emails at important junctures.

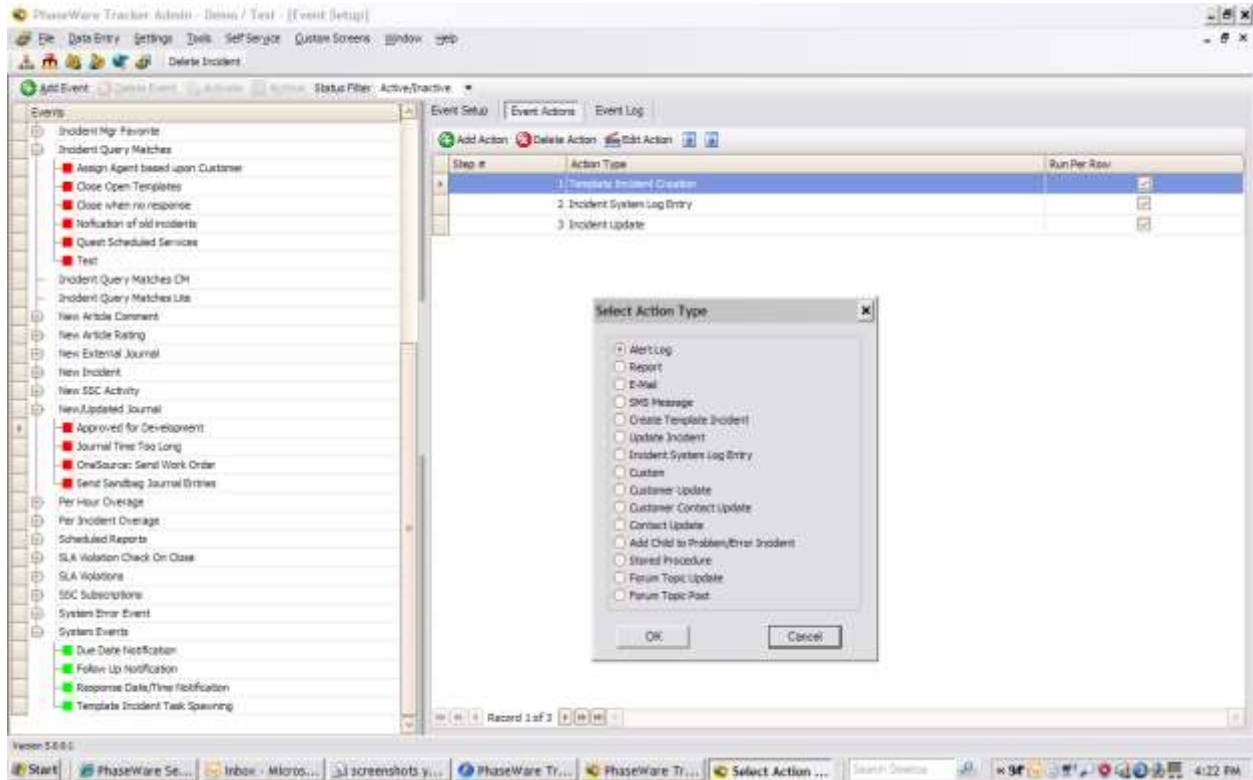
The customer does not have to wonder when their problem will be solved. They will automatically receive an email as soon as the issue is resolved.

Get alerted to increased activity

Find out fast and react promptly if ticket queues start to back up, if you are about to miss a service level agreement deadline, or if there is unusual customer or problem activity of any kind. Don't let missed SLAs make a dent in the bottom line and in your customer satisfaction ratings.

Automatic reports via email

Reports on customer, agent, or incident ticket activity can be sent according to a predetermined schedule or threshold. No need to wait for reports to be issued manually on request.



(Screenshot: PhaseWare Event Engine Setup)

- Enforce Service Level Agreements to decrease or eliminate violations.
- Eradicate poor practices by automating process steps to remove variability in workflow.
- Reduce cycle time.
- Keep tabs on ticket aging and customer communication.
- Run and receive emailed reports automatically; no need to print and distribute reports.



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Examples of Use

- Automated email response to customer acknowledging incident submission
- Article suggestions for resolution prior to self service center incident submission based on incident description
- Alerts sent to one or more parties upon status change of an incident such as escalation (notification via email, pop-up, or text message)
- Tracking defective parts and return of loaned parts
- Manager notification of incident aging past preset time or of critical incidents
- Monitor specific email subject lines to automatically create an incident that has automated multiple step processes
- Monitor for specific journal entry and automatically update or send a notification about an incident
- Monitor your forum activity and send notifications of posts and replies. Allow your customers to subscribe to forum discussions of interest.
- Automatically respond to 'forgot password' requests from your web portal customers
- Automatically notify sales or your account managers when customer support contracts are up for renewal
- Handle new customers with efficiently by kicking off an multistep process with automatic emails and notifications