

## Focused CRM Solutions

### Advanced Service & Support Information System (ASSIST)

#### Description of the project

The aim of the project is to transform the support system of the automation and transmission branch. The application, which is based on the Siebel Call Center component, has been adapted to the client's needs. The system's features include product tracking and quick error reports which can be acted upon promptly.

At one moment the system is being used by 850 users out of approximately 3000. The system is available 24/7, 365 days a year. Users can easily access data stored in the system (e-mail, fax, telephone, Service Request, descriptions, attachments, documents).

In order to generate a direct Service Request the system is able to generate an automatic Service Request following an online request. The system also acts as a two-way interface for valued clients, enabling them to receive a direct Service Request. Sending and receiving e-mails is provided by several Exchange servers.

FAQs can be automatically delegated to the person concerned on the Online Support webpage. Changes of important data can also be tracked (saving file-system). A status report on the Service Requests is also possible to obtain.

Our colleagues' tasks include designing GUIs, adapting them to the clients' needs, effecting Business Logic, writing scripts, designing workflows, batch run and realising triggered function.

#### Specifications

- Client-Server architecture (Siebel Thin Client)
- Monolingual English interface
- Saving the most important data into a history file (saving file system)

#### Technologies

- Windows 2003 (Server), WinXP (Client)
- Oracle 10g
- Siebel 7.7.2.6. (SEA) / Siebel Call Center

