

Encompass Support Navigation

Now, technical support professionals have the complete information they need to get to the bottom of customer problems, fast.

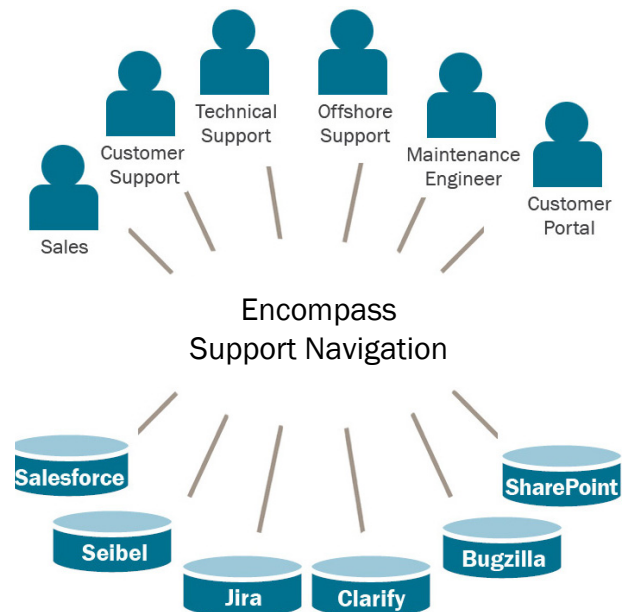
Key Features:

- Ability to search both on-premise and cloud systems.
- Cross-linking of cases from CRM and internal defect tracking systems.
- Results displayed in reverse chronological order for easy reference.
- Full text search of all system fields (including unstructured data in notes and comments), as well as attached documents.
- Ability to click through to any source.
- Relevant results returned from CRM, defect tracking, wikis and forums, all in the context of one search.

Every time a customer calls tech support, the race is on. Because the faster the tech support person on the other end of the line can find information on the problem, and the faster they can apply that information to resolve it, the more satisfied the customer's going to be. But if you're that tech support person, how do you find all the information you need, fast? Sure, there may be something in the customer history in salesforce.com or an internal CRM system, but how do you quickly zero in on it? Or find additional information about it? Maybe you already know an issue is being resolved in development – but wouldn't you like to know more details about how? The answers to questions like these are in Encompass Support Navigation, the software that searches disparate systems, including CRM and internal defect tracking systems, to find all the information needed to help resolve issues fast.

All the relevant information, from every relevant source

All tech support has to do is enter a short description of the issue in the search field, and Encompass Support Navigation goes to work combing through every relevant system it's connected to that might have a record of the same or a similar problem. There's no logging in multiple times to get into different sources of information, and there's no unnecessary repeated effort. For example, Encompass Support Navigation can identify a Jira ID in salesforce.com reference, and link the information together – so there's no need to note the case number from one system and manually repeat the search for it in another system. And once Encompass Support Navigation has searched



Example of how Encompass Support Navigation connects to a company's internal and external CRM and defect tracking systems to aggregate relevant data from multiple sources for technical support teams.

all it's connected data sources, its intelligent search capabilities drill down to detect every bit of relevant information – not just basic structured data in form fields, but also the insights that most often come from comments, notes and other types of unstructured data.

A better, faster approach to issue tracking

It's not just that Encompass Support Navigation shows (or the user) you all the relevant information. It's the way it goes about it – in a far more efficient process that surgically extracts, relates and indexes the sources, resulting in an up-to-date, high-performance search experience. With Encompass Support Navigation, tech support teams don't have to resort to the long, arduous process of logging into multiple systems, manually pulling information from them, and then copying and pasting everything they uncover into a Microsoft Word cheat-sheet or spreadsheet to profile the problem. Instead, Encompass Support Navigation uses intelligent linkages among systems to gather the information and then present it in a single useful view. Encompass empowers everyone in the technical support change from the customer support agent to the maintenance engineering with the same information, helping to disperse knowledge across the organization and reducing dependence on knowledge hotspots and “go-to” people.

Full-featured reporting to export data for analysis

The reporting capabilities available with Encompass Support Navigation make it easy to take search results into other systems for further analysis. Results can be appropriately formatted for export to business intelligence or data analytics solutions, so that the value of the data can extend beyond technical support to product management and other areas of the business.

Platform

Server

Windows Server 2003
and up
Solaris 9 and up
RHEL4 and up

Browser

Firefox
MSIE 6+
Safari
Chrome

The screenshot shows a web browser window displaying the Encompass Support Navigation search results page. The search term is "company license graphics". The page features a search bar with a "Search" button and an "Advanced Search" link. Below the search bar, there are filters for "Sort Field" (Last Updated Date) and "Search Profiles" (No Profile). The search results are displayed in a list format, with the top result being "EReg Customer Service Request for 489-23948723". This result includes a case number (07981283), creation and modification dates, and a status of "Closed". The case details include a phone number (355-72114371) and a description of the issue: "PRODRÉG: Invalid request code/ Yeah, I uninstalled the program and then re-installed it, but I couldn't get an activate icon to show up on the screen. Furthermore, I cannot navigate around on the screen the mouse will not even show up in the ECAD window." The contact information for Craig Wiseman, Sr. Manager, Development Engineering at ACME North America is also provided. To the right of the search results, there are sections for "Search Data Sources" and "External Data Sources" with various filters and counts. Below the search results, there is a section for "Email: PRODUCT SUPPORT/489-23948723" with details about the email, including the subject, body, and status. The page footer includes a copyright notice for Perception Software.

Results returned by Encompass Support Navigation after search, discovery and aggregation of all relevant data, including unstructured data, from multiple connected sources.