



**Customer Support &
Knowledge Management Solutions!**



Novo Solutions for **Customer Support Suite**

What Will It Do For You?

- **Optimize Call/Support Center Operations:**
Reduces call volume by deflecting some of your support requests to your customer facing self help Knowledge Base. Expedites communication between your support representatives and your customers with quick email notifications. Allows your customers to check the status and add notes to their support request without calling the support center.
- **Captures Knowledge:**
The integrated Novo Knowledge Base Software allows customer support representatives and others to easily document recurring issues. This knowledge stays in the system and does not leave when an employee does.
- **Decreases New Employee Training Time:** With an easily accessible knowledge repository, new customer support software users can quickly find the answers to customer questions.

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Novo Customer Support Suite



Looking for ways to improve your customer support and lower support costs? Do the topics of web based self help and the ability for your customers to submit and track their own support requests interest you? Our Novo Customer Support Software Suite helps you create... **an efficient, cost effective, web based customer focused support environment!**

Whether you currently track support requests on paper or spreadsheet, or have customer support software that is no longer adequate for your current needs, we invite you to take a look at our **Novo Customer Support Suite Software** which enables you to provide a cost effective intranet or Internet customer support environment.

The Novo Customer Support Software Suite combines our **Novo Help Desk Software** with our very powerful, full featured **Novo Knowledge Base Software** enabling you to provide customer self help, different levels of internal support documentation and more.

The knowledge base specifically helps you:

- Capture knowledge critical to supporting your customers
- Reduce call volumes
- Efficiently respond to repeat issues
- Quickly train new call center/support representatives

A few applications of the Novo Customer Support Software Suite are:

- Web Customer Support Portal
- Intranet Employee Support Portal
- Call Center Documentation

Novo Customer Support Suite Features:

Web Based, Configurable, Industry Standards

Completely Web Based Online Customer Support Software - only a Web Browser is needed to administer & use the system.

Easily Accessible on your Corporate Intranet or Web Site.

Industry Standard Architecture (MS SQL Server, ASP/ASP.Net).

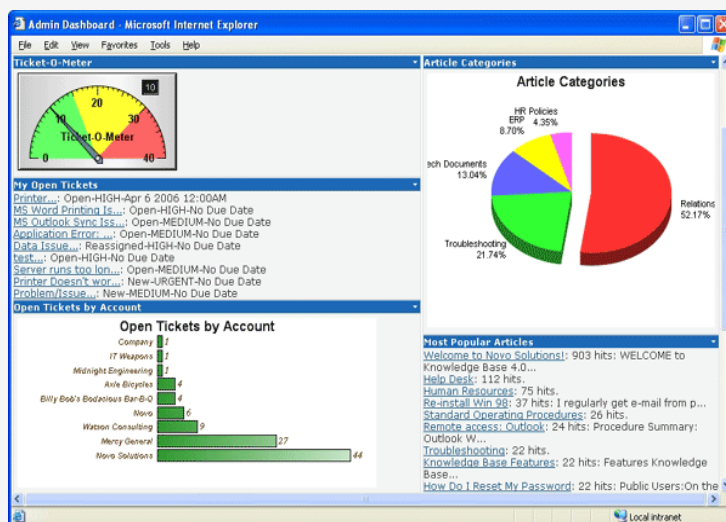
In-House & Hosted (ASP) Customer Support Software Editions available.

No Additional Hardware Required (can typically be installed on existing servers).

Utilizes Existing IT skills with minimal need for re-training.

Powerful Admin Dashboard (Enterprise Edition)

Admin Dashboard - fully customizable portal dashboard for at-a-glance viewing of lists and managing reports. Drag and drop components allow you to quickly and easily arrange and sort the dashboard to each administrator's personal preferences.



Flexible User Roles (Enterprise Edition)

User Roles Management - allows customizable user roles so you can define what your users can and cannot do

Multi-Department Request Management - allows customer support requests to be managed at the department level. Each department can create and manage their own requests.

Features continued:



Customer Support Request Submission/Management (Enterprise Edition)

Search Knowledge Base Articles - allows customers to search Knowledge Base articles before submitting a ticket.

Submit Requests - allows customers to submit a request directly into the customer support Request/Ticket Queue (with email notifications - see below).

Manage Requests - allows customers to review request status, add notes and attachments and close requests.

The screenshot shows the NOVO Customer Support Suite interface. At the top, there are navigation tabs for Articles, Most Popular Articles, Most Helpful Articles, Submit A Question, Tickets, and a partially visible 'P' tab. Below the navigation is a search bar and a 'Language' dropdown. The main content area is titled 'Tickets' and includes an 'Add a Ticket' button. Below this is a filter section with dropdowns for Status (New), Priority (All), Group (All), and Category (All). The main part of the screenshot is a table of tickets with the following columns: View, Attach, Notes, #, Problem/Issue, Added, Assigned, Status, Priority, Group, Que, Category, and Sample Text UDF. The table contains five rows of data:

View	Attach	Notes	#	Problem/Issue	Added	Assigned	Status	Priority	Group	Que	Category	Sample Text UDF
			547	CD Rom not running	2/13/2007		New	Low	Human Resources	12 of 12	PC	Sample Text UDF
			546	Fax machine out of ink	2/13/2007		New	Medium	Human Resources	11 of 12		Sample Text UDF
			545	Mouse not working	2/13/2007		New	High	Human Resources	10 of 12		Sample Text UDF
			544	Printer Issue	2/13/2007		New	Urgent	Human Resources	9 of 12	Hardware	Sample Text UDF
			538	BackUp Database For Support Site Weekly	11/17/2006		New	Low	Help Desk Demc	3 of 12		

At the bottom of the screenshot, there is a footer that reads: © 2003-2007 Novo Solutions, Inc. All Rights Reserved.



User Defined Fields (Enterprise Edition)

Empowers Help Desk Managers with the ability to customize fields available in a ticket request form to their specific needs. Allows categorizations of Knowledge Base Articles.

Provides the ability to add an custom fields and determine their position on the ticket form.

Improves customer response times (support reps have more information and are able to resolve issues faster).

Improved reporting capabilities that result in better problem analysis.

Ability to add custom fields to Tickets, Articles, Accounts and Contacts.



Custom/Business Rules (Enterprise Edition)

Flexible Business Rules - for auto assignment of tickets, auto notifications, etc.

Multiple AND/OR Conditions & Actions - ability to configure rules based on various field dependencies and perform multiple actions (i.e. update status, reassign, email alerts, etc.)

Rules Logging - ability to configure log events for each rule

Novo Customer Support Suite Features:



Work Flow System (Enterprise Edition - Optional Module)

The Work Flow Module is available in specialized Knowledge Base and Help Desk versions. They purchased exclusively or combined as needed.

Knowledge Base Workflow:

Use & Benefit: In certain cases, Knowledge Base articles that have been added or changed require multiple people in various departments to approve the new or changed article. The Novo Work Flow System provides a flexible method for automating AND keeping track of these approval tasks. The benefit is improved quality and sharing of Knowledge Base articles.

Predefined & "On the Fly" Work flows: Ability to create flexible work flows from a list of predefined tasks you setup or "on the fly" as Knowledge Base articles are being created.

Completion/Approval Paths: Ability to define work flows with various completion/approval paths.

Rules Based Auto Assignment: Ability to automatically assign predefined work flows to Knowledge Base articles based on flexible business rules (i.e. when an article is added to a particular category).

Auto Email notifications: Email notifications are automatically sent to the appropriate person or group when tasks are completed or rejected.

Work Flow Task "Queue": Empowers managers to view pending task status, assignment, predecessor relationships and deadlines (with color coded due dates for past due, current, future).

Help Desk Workflow:

Use & Benefit: Many requests require multiple people in various departments to either approve the request (i.e. a change to a server configuration) and/or complete specific tasks related to the request (i.e. tasks related to hiring a new employee). The Novo Work Flow System provides a flexible method for automating AND keeping track of these tasks. Results are improvement in quality and control of information systems (Change Management), improved response time to requests involving multiple people, & reduction of time spent tracking multi-step requests.

Predefined & "On the Fly" Work flows: Ability to create flexible work flows from a list of predefined tasks you setup or "on the fly" as Help Desk Tickets are being added.

Completion/Approval Paths: Ability to define work flows with various completion/approval paths.

Rules Based Auto Assignment: Ability to automatically assign predefined work flows to Help Desk Tickets based on flexible business rules (i.e. when a ticket is added to a particular category).

Auto Email notifications: Email notifications are automatically sent to the appropriate person or group when tasks are completed or rejected.

Work Flow Task "Queue": Empowers managers to view pending task status, assignment, predecessor relationship and deadlines (with color coded due dates for past due, current, future).

Features continued:

Active Directory/LDAP Integration (Enterprise Edition - Optional Module)

Maps Active Directory Groups to Departments and Roles - providing single sign on and easier user administration.

End User Active Directory Authentication & Search - single sign on for corporate customers/end users. Also allows searching Active Directory for customers/end users when customer support representatives add requests.

Built in User Authentication - complete built in User Management if Active Directory is not used.

Automatic Email to Ticket Processing (Enterprise Edition - Optional Module)

Monitors an email account and automatically adds/updates a ticket from the email message.

Web Services (API) (Enterprise Edition - Optional Module)

Integrate Novo software with 3rd party software applications – allows our software to be integrated with your existing software.

SLA/Ticket Escalation

SLA Management - Associate end users/customers into service level groups (account types)

Business Rules - Create service level related business rules for each service level group

Escalation - Auto escalate/re-assign tickets to another person or team

Notifications - Auto email notifications (i.e. to a pager/mobile phone) to appropriate Help Desk personnel/management if a ticket is not responded to or closed within the defined time period.

Logging/Reporting - Define service level log events as informational, warning or failure allowing report generation on failures and near failures. Generate charts of SLA performance

Select Ticket Features (Enterprise Edition)

Ticket Templates - create Ticket Templates, allowing you to create simple to complex ticket entry forms.

Ticket Copy - ability to copy/save a ticket and its related information

Memorized Tickets - ability to memorize repeatedly used tickets to speed ticket entry

Recurring Scheduled Tickets - ability to schedule memorized tickets to automatically generate tickets for routine tasks

Attachments

Quick Attachments - easily add attachments (i.e. screen shots of error messages, etc.) to an online customer support software request.

Features continued:

Automatic Email Notifications

Confirmation Receipt To Customers/End Users/ - an email is sent back to the customer/end user that submitted the request to confirm its receipt.

New Request Submissions - Customer support software users can be notified via email of new requests submitted by customers/end users.

Re-routing of Requests - Customer Support staff are notified when a request is re-assigned to them. A link in the email takes them right to the request.

SLA Failure - when the time to review a request has passed without action, notifications are sent to the appropriate management/supervisory personnel.

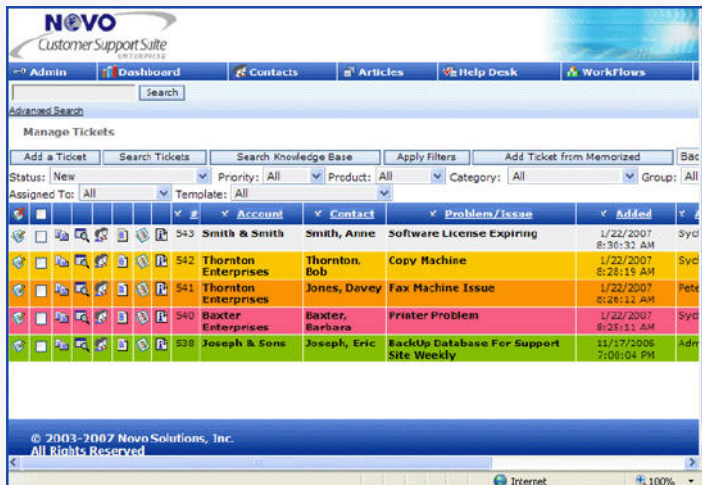
Robust, Easily Configurable Request Queue

Flexible Request Queue - Easily enable/disable columns to display.

Priority Colors - Priorities are associated with a color making prioritization quick and easy.

Request Filtering - each user can define their own preferred view of the requests by applying multiple filters.

Clean, Straightforward Layout - for ease of use.



The screenshot displays the NOVO Customer Support Suite interface. At the top, there are navigation tabs for Admin, Dashboard, Contacts, Articles, Help Desk, and WorkFlows. Below this is a search bar and a 'Manage Tickets' section with various filters like Status, Priority, Product, Category, and Group. The main area shows a table of tickets with columns for Account, Contact, Problem/Issue, and Added. The table contains several rows of tickets, each with a unique color background.

Account	Contact	Problem/Issue	Added
543 Smith & Smith	Smith, Anne	Software License Expiring	1/22/2007 8:36:32 AM
542 Thornton Enterprises	Thornton, Bob	Copy Machine	1/22/2007 8:28:19 AM
541 Thornton Enterprises	Jones, Davey	Fax Machine Issue	1/22/2007 8:26:11 AM
540 Baxter Enterprises	Baxter, Barbara	Printer Problem	1/22/2007 8:25:11 AM
538 Joseph & Sons	Joseph, Eric	Backup Database For Support Site Weekly	11/17/2006 7:00:04 PM

Time Management

Punch In/Punch Out Request Time Tracking - The online customer support software tracks cumulative time spent on a request.

Ticket Due Date- Due date feature shows deadlines for ticket completion.

Business Hours & Holidays - ability to define business hours to be used in ticket management

PC Inventory Module (Enterprise Edition - Optional Module)

Software Inventories - shows a list of software installed on end user's PC.

Hardware Inventories - shows a list of hardware components installed on end user's PC.

Features continued



Robust Knowledge Base Integration

- Customer/End User Self Help - provides a web self help system to customers/end users allowing them to answer their own questions, which reduces call volume.
- Quick and Easy Knowledge Capture - intuitive interface allows Customer Support and other staff to quickly create a formatted and categorized.
- Quick Knowledge Base Search on Request/Problem - 1 click problem/issue search of the Knowledge Base as a Request is being added/edited.
- Knowledge Base Article to Request Linker - with just 3 clicks you can link a Knowledge Base article to a customer support software request. This is then available to customers/end users and/or other support representatives to reduce response time.
- Request to Knowledge Base Article Creation - allows you to quickly create a Knowledge Base article from a Request Description/Resolution.



Asset Management Integration (Requires the Asset Management Software)

- Asset Types - define types of assets (i.e. PCs, laptops, servers, PDAs, Cell Phones, network equipment, office equipment, etc.)
- Custom Asset List Views - each admin user can configure his own asset list view (i.e. the columns to display, list filtering and sort order).
- Attachments - any type of file (i.e. scanned purchase orders, warranty information, service agreements, drawings, MSDS sheets, pictures, technical specifications, etc.) can be attached to an asset. An asset can have multiple number of attachments.
- Administrative User Security Groups and Roles - ability to assign an administrative user to one or more groups with a unique role (i.e. Edit, View Only, etc.)

Features continued:

Reporting

Metrics On Demand - ability to configure drill down charts and graphs

Built-in Reports - numerous standard pre-built reports included

Flexible Reporting capability - identifies monthly/yearly trends by various metrics and facilitates root cause analysis (identifying problem areas)

Internationalization

Multi-Lingual Support - supports the ability to add/manage customer support requests in different languages. Utilizes the same system for providing global customer support.

Time Zone Configuration - allows customer support representatives in different time zones to add/view request dates/times adjusted for their time zone.

Related Products

Novo Asset Management Software

Novo Asset Management Software is an extremely flexible Asset Tracking solution to help you know what assets you have, where they are located, when they were purchased, if they are still in use, etc.

- Improve Control
- Reduce Time Spent Managing & Maintaining Assets
- Empower Your Help Desk/Service Desk Staff:

