NOVO
SOLUTIONS

ShareNet
Customer Support Software

Provide better, faster customer support!

The Novo *ShareNet* Cloud Platform is a powerful web and mobile application that can be used as a ***Customer Support Software Solution*** to efficiently track, share and report on customer service requests.

Key Benefits:

Optimize Support Operations:
Our robust tool tracks requests and provides complete management of customer service requests until they are resolved.

Provide Self Support:
Give customers the ability to submit and track their own support requests directly into the system, or find answers in the built in knowledge base.

Adapt as your Needs Change:
Easily add custom fields, customize forms, record lists, email templates, etc. Attach documents or photos to your records.

Automated Email Notifications:
Automatic email notification of new requests, rerouted requests, and status updates to customers and management.

Empower Support Staff:
Provide staff with detailed information to support customers. Configure custom rules to automatically route requests to the appropriate department.

Robust Reporting:
Managers can create Reports and Dashboards to see summary and detailed views of all Requests.

Additional Benefits:

- Reduced Call Volume – a customer support portal allows customers to find their own answers and submit and check the status of requests
- Improved Customer Service – SLA alerts ensure customer requests are responded to in a timely manner
- Knowledge Retention – easily capture knowledge so it is not lost when an employee leaves
- Faster Employee Onboarding – with job procedures and documentation just a click away

ShareNet Features:

Turn-Key Cloud Based Solution – Requires minimal IT Staff involvement
Being an easy to use, cloud based solution greatly reduces or eliminates the need for IT staff to be involved in the rollout and use of the system. This allows IT staff to focus on providing other value added services.

- Easy to Use Designers & Wizards make it easy to tailor the system to your needs.
- How To Videos are available to guide you if you get stuck.
- Friendly and knowledgeable support is just a phone call away.

Data Import - Easily Migrate your Data

- Easily import a spreadsheet (i.e. Contacts, etc.) using the built in Data Import Wizard.

Mobile Device Accessibility - Access your Information from any Mobile/Tablet device
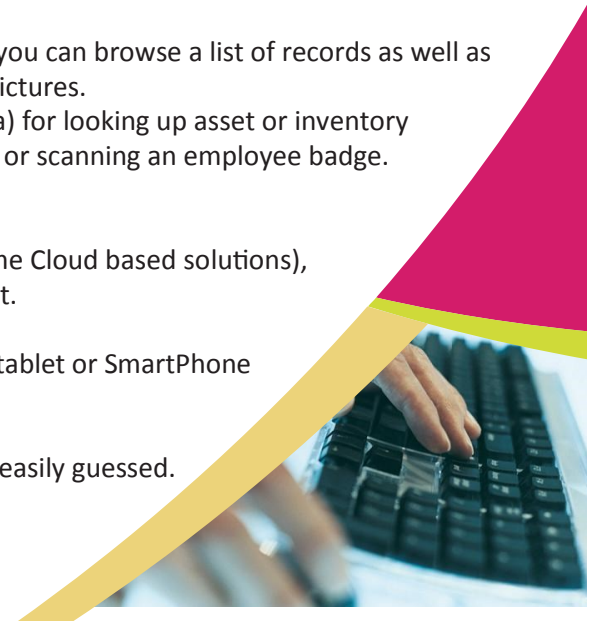Whether you are in the office at a Desktop Computer, at home on a Laptop or on the road with a Tablet or Smart Phone, you can quickly and easily access the information you need.

- Fully manage information records on your Mobile Device. This means you can browse a list of records as well as search, view, and update records. You can also add notes and attach pictures.
- Scan Bar Codes (using your Tablet or Smart Phone's auto-focus camera) for looking up asset or inventory records (requires the ShareNet Asset or Inventory Management Apps) or scanning an employee badge.

Information Security - Multiple Levels of Security Safeguard your Data
Not only is each customer's data stored in a separate database (unlike some Cloud based solutions), but multiple layers of security are built into the Cloud Hosting environment.

- SSL Encryption protects your data as it transfers from your computer, tablet or SmartPhone to our servers.
- Layers of Intrusion Detection prevent unwanted access to your data.
- Password Strength features enforce strong passwords so they are not easily guessed.

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Features continued:

Scalability - Designed to Handle Growth
Whether you need to manage just a little bit of information or a lot, the system will grow with you.

- The ShareNet Platform was designed to handle growth.
- The Cloud Hosting environment can be changed quickly to increase server capacity as needed.

Business Rules & Work Flows - Automate Manual Processes to Improve Productivity
Work Flows and Business Rules can easily be defined in the Work Flow Designer to automate many manual processes.

- Trigger email notifications based on a set of conditions to keep team members or managers informed.
- Create related records, including Work Flow Tasks, Update Field Values and more.

API Data Integration - Automate record Updates across Multiple Systems
Powerful data integration capabilities allow you to automatically synchronize record changes between different systems. This eliminates the need for managing data in two places.

- Add or Update ShareNet App records from another system.
- Search or get a list of ShareNet App records from another system
- Automatically add a record in another system based on a Work Flow Condition met with a record update.
Note: Technical staff involvement or Novo Solutions Professional Services is required to configure Data Integrations.

Flexibility - Easily Tailor the System to your Unique Needs
ShareNet Platform Apps were designed from the ground up to be highly flexible and easy to use. Data Fields, Data Entry Forms, Record Lists, Work Flows/Business Rules, Reports, Dashboards and more can easily be changed as your business needs change.

- Easily add Custom Fields – Custom Fields allow you decide what information you want to track. Field types include: Text, Text Box, Basic Rich Text, Advanced Rich Text, Date, Date/Time, Single Select/Drop Down, Number, Checkbox and even GeoLocation and GeoAddress fields (for Geotagging records).
- List your Records the way you want – The List View Designer allows you to easily create customized layouts so you can see your data in different ways with grouping, sorting and filtering. You can even design specialized Mobile List Views for your Smart Phone or Tablet users.
- Customize Data Entry Forms – the Form Designer allows you to easily create different Forms for different types of records by dragging and dropping fields. This allows you to keep track of the type of information specific to a particular type of record. This includes the ability to modify Mobile forms.
- Design Nice Looking, Graphical Email Templates – The Email Template Designer allows you to easily create professional looking email messages with mail merge capability. These can be used with the Work Flow/Business Rules system for sending out automated email notifications based on certain conditions.

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Features continued:

Reporting & Dashboards - View your ShareNet App Records in Multiple Ways:
You can access summarized information on Dashboard Charts with full details just a click away.

- A Report Builder allows you to step through a Wizard to select the data fields you want to report on and define how you want the report data grouped, sorted and filtered. It also allows you to create click through charts that can be place on a Dashboard.
- For more technical users, an Advanced Report Designer can be used to take standard reports to the next level. The designer gives you complete control on how you want the report to look.
- The Dashboard System allows you to define multiple Dashboards for different purposes (i.e. Customer Support, IT Help Desk, Facilities, etc.)

For more information on the ShareNet Platform and applications please visit our website: **www.novosolutions.com/ShareNet**

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