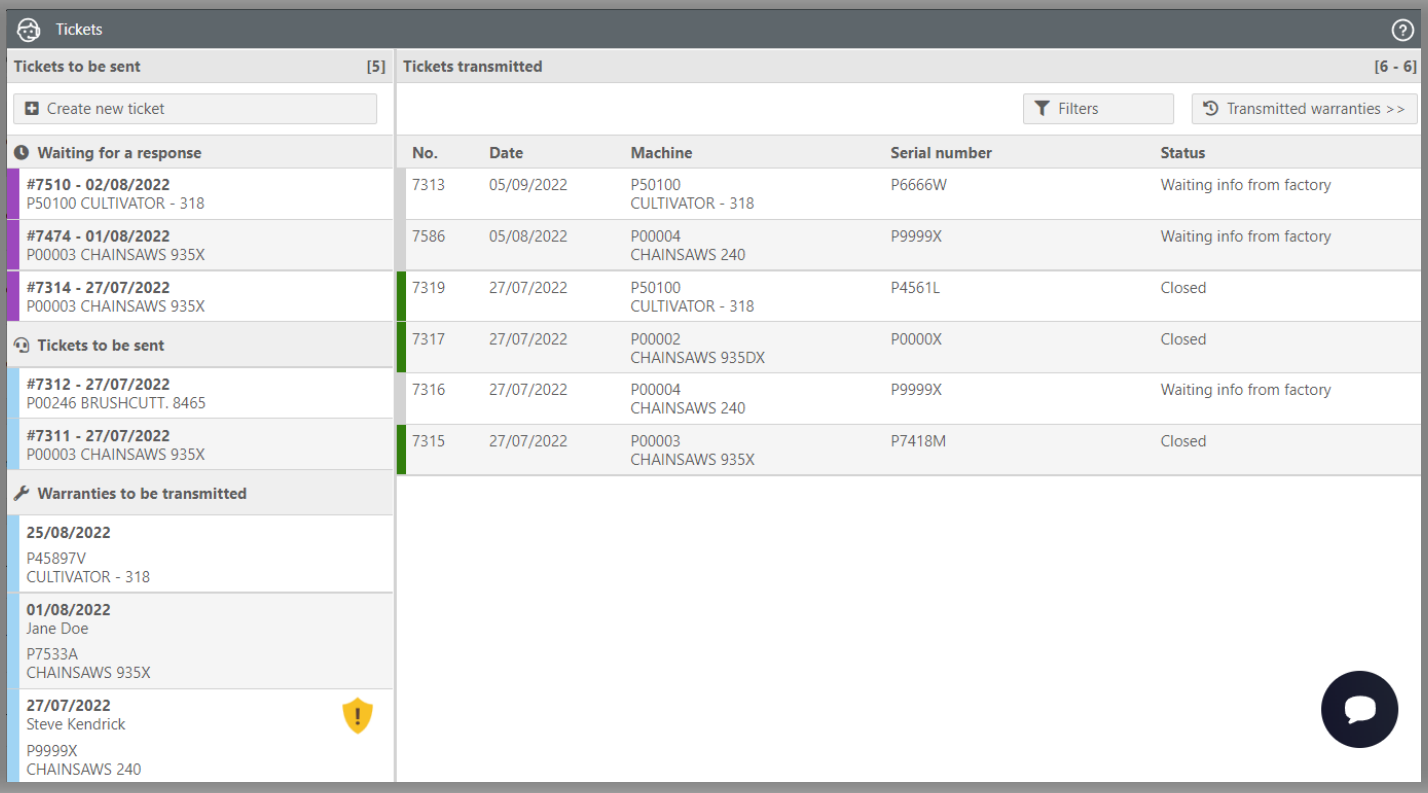
eVISION TECHNOLOGIES

PRODUCT NEWS

Product Support Ticketing System

eVision's Product Support Ticketing System helps manufacturers provide a greater level of care to their dealer and service networks. Tickets may be easily created to request support on any product issue. All that's required to open a ticket and initiate a proactive conversation with a supplier's service team is the product's series number.
Should the conversation in due course reveal a product defect the ticket may be used to generate a warranty claim, which, in turn, will follow its own dedicated workflow and approval process.

It all starts with the Service Dashboard

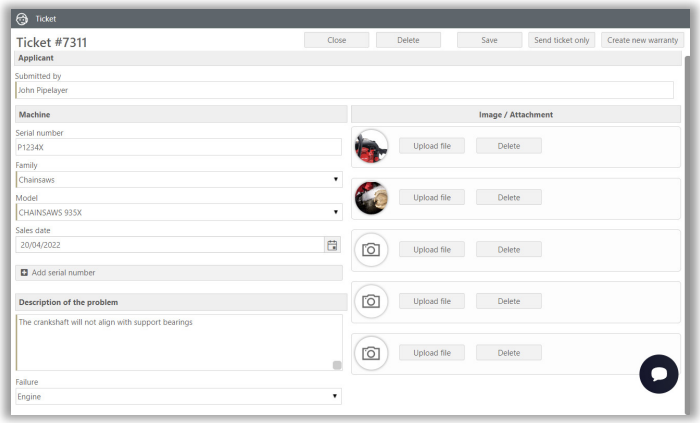


Within the **Technical Assistance** section of the eVision B2B portal, customers may access their service dashboard from which all tickets and warranty claims are created and managed.

Tickets fall into different categories based on their status:

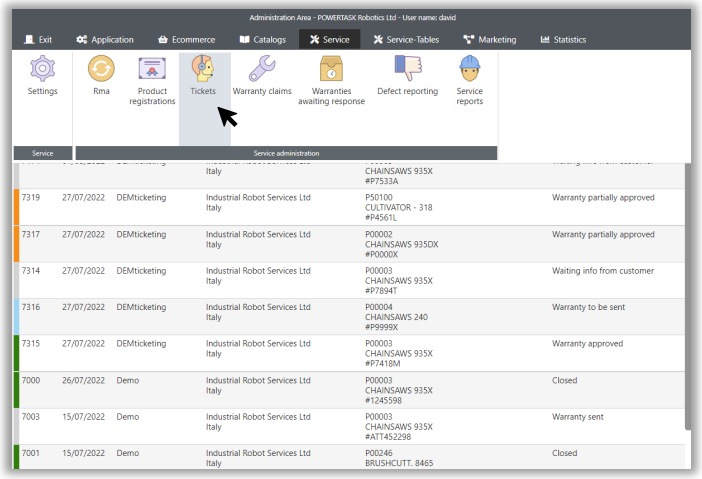
- **Waiting for response** – these tickets have already been transmitted and the supplier's service department has responded. Customers may choose to "close" a resolved ticket or keep the conversation alive by responding with additional questions, images and files.
- **Tickets to be sent** – these tickets are still being compiled and are not yet ready to be transmitted to the supplier's service department.
- **Warranties to be transmitted** – these tickets have been "converted" into warranty claims. Key relevant data already entered in the ticket is carried over to the claim automatically. Once all relevant warranty information has been added, the claim may be transmitted.
- **Tickets transmitted** – transmitted tickets and their relative status are listed in chronological order in the main section of the service dashboard.

The anatomy of a support ticket



A ticket may be created for any product related issue. Notes, images and files may be added to provide as much relevant information as possible.

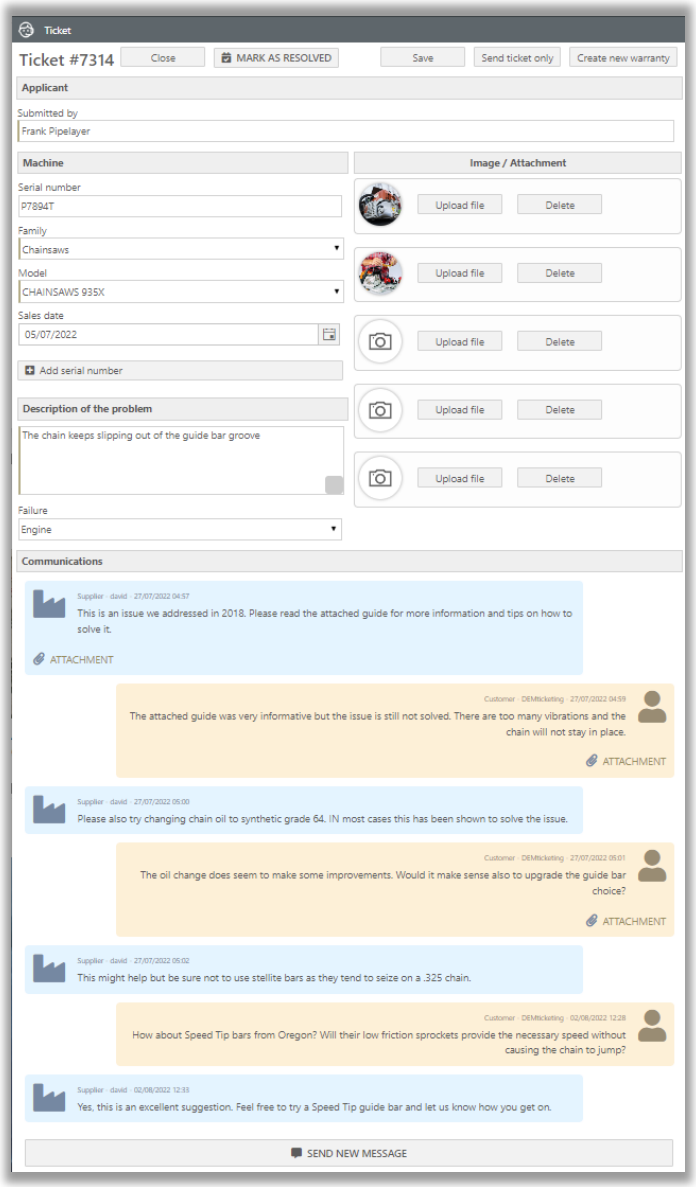
Once completed and transmitted, tickets will appear in the supplier's service department administration inbox.



Service support staff may respond with suggestions, information, files, images or additional questions. A simple, comprehensive communication workflow is therefore established to help solve issues intuitively.

The contents of a service ticket are always accessible to the customer and, so long as the ticket is active, additional information may be included, questions asked, and changes made.

Once a ticket has been marked as resolved it will be permanently linked to the product's service history. Resolved tickets may be consulted by any authorised service centre so long as they possess the product's series number.



Ticket details, communication threads, links and attachments are always visible and simple to access.

Tickets and warranty claims

Should an active ticket lead to the generation of a warranty claim, the applicable button may be clicked.

Create new warranty

A warranty form will open, and all key data already present in the ticket will be added to it automatically. The warranty form may then be completed and transmitted.

WORKFLOW AUTOMATION

All interaction between customers and support staff relating to ticket and warranty updates is managed entirely within the eVision portal. Both parties receive prompt notifications when support ticket and warranty claim status updates are posted, streamlining the entire communication process.
Once a warranty claim or ticket has been closed, relevant data may be transmitted to a third-party platform, such as the corporate ERP.

CRM integration

Corporations managing sophisticated IT environments may integrate eVision's support ticketing system with pre-existing CRM platforms, keeping both systems perfectly aligned.

4 key reasons to choose eVision's customer support ticketing system

1

Declutter your email

- Better organization – all communication, links and resources are centralized on the support ticket
- Eliminates the need for multiple emails on the same topic

2

Save time and resources

- Less time will be wasted internally due to the ability to centralise support requests
- Increase efficiency by granting multiple operators access to the same active tickets, so they may collaborate on any given problem.
- Create a support database. Search, sort and reference past tickets when needed

3

Benefit your customers

- Add transparency to the support processes: multiple internal resources may contribute on any given ticket with full traceability on what was written, by whom and when
- Low adoption learning curve thanks to the familiar portal interface and seamless integration with other B2B modules

4

Benefit your company

- Boost customer loyalty
- Give your company a more professional appearance
- Gain additional efficiencies by integrating Service Support Ticketing system with other corporate tools, such as the CRM

HOW TO ACTIVATE TICKETING ON YOUR PORTAL

Product Support Ticketing is available to all eVision OEM clients and may be added to any subscription plan with ease.
Furthermore, it integrates seamlessly with eVision's warranty module, so customers already managing their warranty procedure on the eVision portal will suffer no disruption or data loss.
For more information on Service Support Ticketing, the subscription plan, or to request a live demonstration, please click below or contact us at: **marketing@evision-group.com**

I WANT SERVICE SUPPORT TICKETING

WOULD YOU LIKE TO KNOW MORE ABOUT EVISION'S WARRANTY SYSTEM?

eVision's online warranty management system provides endless benefits to both dealers and suppliers. It is a natural extension of the eVision ticketing system and integrates with all other B2B modules present on the portal, benefitting from the same user interface. It is also fully compatible with the interactive parts catalogues.
For more information on eVision's warranty system and subscription plan, or would like a live demonstration, please click below or contact us at: **marketing@evision-group.com**

SEND ME THE WARRANTY SYSTEM PRESENTATION

eVision Technologies Ltd
Core B. Block 71. The Plaza - Park West Dublin 12 – Ireland.

email sales@evision-group.com
phone +39 335 7205617
web www.evision-group.com