



## Provide superior service and responsiveness to your customers—automatically—with Service Desk by Parature.

Provide quality support for your customers with an enterprise-strength service desk solution designed especially for small to medium business. Unleash the full potential of your service agents with a dynamic customer support solution. Keep them focused on customer and business needs by effectively handling large volumes of incoming service requests. Service Desk by Parature integrates with WebEx collaboration applications. Improve productivity and customer satisfaction by combining leading service desk functionality with world-class collaboration.

### **Improve the speed and quality of service, as you reduce the number of calls.**

Give your employees and customers the flexibility to submit requests for service through email or the web at any time. Reduce your volume of support requests. Make it easy for users to access critical information via a fully searchable self-service knowledge base. Keep customers updated on the status of their service requests with automatic email notifications.

### **Gain easier, faster access to information.**

Consolidate support requests in a centralized repository from wherever they originate. Track, route, and manage end user support. Distribute service requests to resolve them efficiently. Improve decision making with detailed management reports. Justify infrastructure investments, cut costs, and quantify achievements.

### **Parature is on the WebEx Connect Grid.**

WebEx Connect brings together leading business process applications with WebEx collaborative applications, making truly innovative solutions available to you, on-demand. Take advantage of the combined expertise and support of WebEx and Parature to streamline your business activities and accelerate your growth. Learn more at [www.webexconnect.com](http://www.webexconnect.com).

- Manage the flow of service requests more effectively.
- Reduce request volume by providing user self-service and knowledge management.
- Improve the level of support you offer users with automated survey delivery.
- Reduce the number of calls or emails to your support center by up to 80%.
- Track, route, and manage support requests with a Trouble Ticketing System.
- Provide on-demand support around-the-clock with a customized Support Portal.
- Cut resolution times up to 50%.
- Take advantage of seamless integration with WebEx Support Center applications.

**Maximize results with WebEx integration.**

Parature and WebEx have combined forces to provide an integrated, comprehensive solution to deliver exceptional customer service. Access Service Desk by Parature directly from WebEx Support Center. Get started quickly with an on-demand solution that is easy to deploy.

# Increase the efficiency of your IT support staff with these powerful features.



## Activity Management (eActivity)

- Set up task assignments, meetings, and schedule reminders.
- Encourage teamwork among service agents by giving individuals the ability to assign tasks for other team members.

## Document Management (eDownload)

- Store different types of files—documents, images, video, and sound—for users to download.
- Facilitate communication by offering users the ability to attach images or videos to their tickets.
- Record entire email conversations relevant to individual Incidents and Work Orders.

## Incident Management (eTicket)

- Standardize and streamline complex processes to resolve issues quickly.
- Maintain rapid response times by tracking the amount of time spent resolving each ticket.
- Gauge both individual and team effectiveness with ticket summaries.
- Inform users of ticket status automatically through support portal.

## Knowledge Management (eKnowledge)

- Reduce inbound requests with a self-service knowledge base.
- Keep users up to date on changes and developments using automated subscription management.
- Improve the quality of knowledge base entries by encouraging user feedback.

## Relationship Management (eContact)

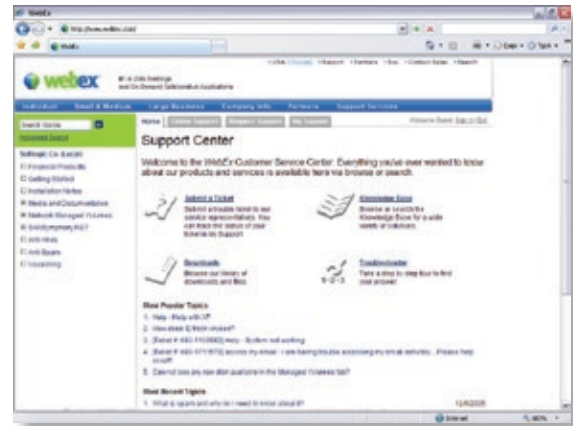
- Encapsulate all support activities in a dashboard view for each account, including a full record of tickets, emails, notes, call logs, last visit to support portal, and more.
- Keep users informed of issue status with automated email notification.
- Maintain a comprehensive view of your users based on customized contact fields that match specified requirements.

## Report Management (eReport)

- Track the number of tickets team members are assigned, actively working, and backlogged.
- Sort information and summarize statistics based on specific groups of data.

## Self-Service Portal (ePortal)

- Tailor the look and feel of your Support Portal.
- Create public portals for users to access, and private portals for service agents.
- Take advantage of web-based self-service, including call status, and comprehensive search and knowledge base functionality.



Make it easy for users to report and resolve support issues via a multi-channel Customer Support Portal.



Make it easy for your IT Support team to deliver comprehensive help desk support with an integrated dashboard.

## Parature is on the WebEx Connect Grid.

Service Desk by Parature integrates seamlessly with WebEx Support Center, a suite of web-based support and system management applications. Learn how your IT and customer support teams can deliver faster, more cost-effective service by visiting [www.webex.com/applications](http://www.webex.com/applications).

Learn more at [www.webexconnect.com](http://www.webexconnect.com).