

# CUSTOMER SERVICES FOR PIVOTAL UX

Pivotal's intuitive features to help provide exceptional customer service

## DATA SHEET

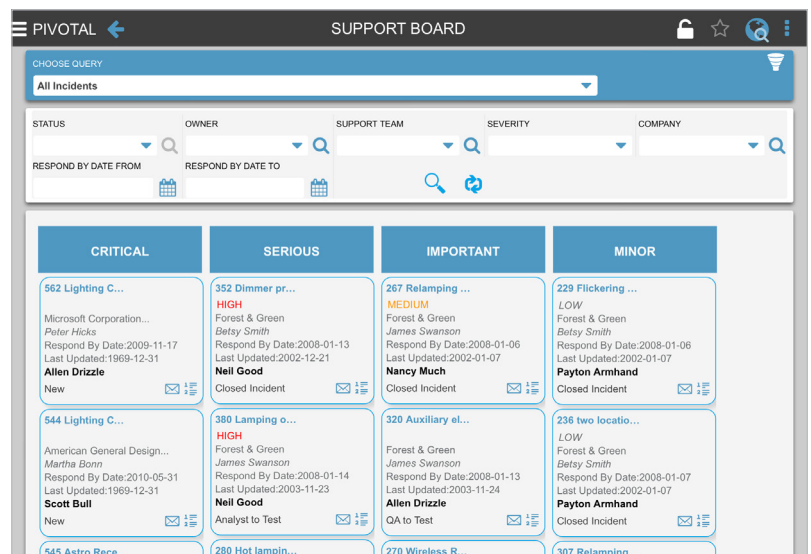
Providing an exceptional customer experience to keep customers coming back is a key focus for many businesses today. Customer service is an integral part of the customer experience and requires being responsive to customer feedback, addressing customer issues promptly and anticipating a customer's future needs. Customer Service for Pivotal UX provides the perfect tool for Customer Support Professionals to perform their job effectively and delight customers with every interaction.

## CUSTOMER SERVICE MADE EASY

Customer Service for Pivotal UX provides the tools you need to manage requests and issues coming from your customers. Not only will you get a modern looking user interface, we have also added new features and re-designed screens and workflow for ultimate usability.

**Personalized Action Center Dashboards:** Begin your day with a central view of what's important. You can setup your own Action Center dashboards and personalize them with the charts, lists and metrics that you want to track; including a list of your current open incidents or your incidents by severity level. The Action Center gives you access to information in real-time so you can be proactively address incoming incidents and easily stay aligned with any Service Level Agreements. When you need to dive deeper, you can easily drill-down and view the corresponding records.

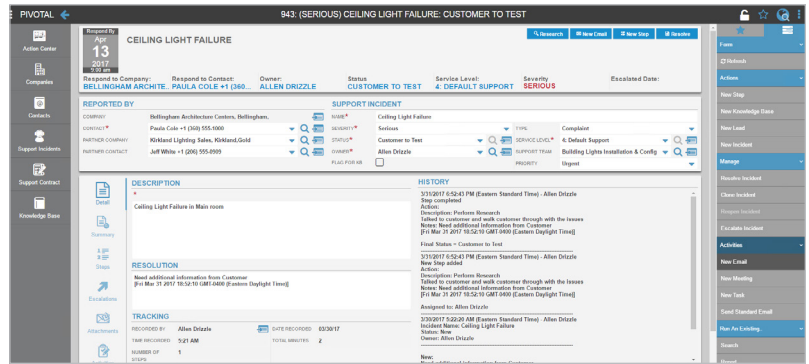
**Streamlined Incident Management:** Get a global view of how you and your team are doing. Using the Support Board, you can filter Incidents by status, owner, severity and respond by date & time – to find the incidents you want to focus on. Action Icons allow you send emails and create support steps right from the Support Board, making it easy to perform your follow-up tasks.



CRITICAL	SERIOUS	IMPORTANT	MINOR
<p>562 Lighting C... Microsoft Corporation... Peter Hicks Respond By Date: 2009-11-17 Last Updated: 1969-12-31 Allen Drizzle New</p>	<p>352 Dimmer pr... HIGH Forest &amp; Green Betsy Smith Respond By Date: 2008-01-13 Last Updated: 2002-12-21 Neil Good Closed Incident</p>	<p>267 Relamping ... MEDIUM Forest &amp; Green James Swanson Respond By Date: 2008-01-06 Last Updated: 2002-01-07 Nancy Much Closed Incident</p>	<p>229 Flickering ... LOW Forest &amp; Green Betsy Smith Respond By Date: 2008-01-06 Last Updated: 2002-01-07 Payton Armhand Closed Incident</p>
<p>544 Lighting C... American General Design... Martha Bonn Respond By Date: 2010-05-31 Last Updated: 1969-12-31 Scott Bull New</p>	<p>380 Lamping o... HIGH Forest &amp; Green James Swanson Respond By Date: 2008-01-14 Last Updated: 2003-11-23 Neil Good Analyst to Test</p>	<p>320 Auxiliary el... Forest &amp; Green James Swanson Respond By Date: 2008-01-13 Last Updated: 2003-11-24 Allen Drizzle QA to Test</p>	<p>236 two locatio... LOW Forest &amp; Green Betsy Smith Respond By Date: 2008-01-07 Last Updated: 2002-01-07 Payton Armhand Closed Incident</p>
545 Astro Rece...	280 Hot lampin...	270 Wireless R...	307 Relamping ...

**Quick and Easy Access to Information:** Customer Service for Pivotal UX makes it easy to create and track incidents regardless of the channel they are coming from. Important information is displayed at the top of the screen and uses visuals to indicate anything needing further attention. Key actions like new incident and step creation, incident follow-ups and sending emails to customers, are never more than a click or two away.

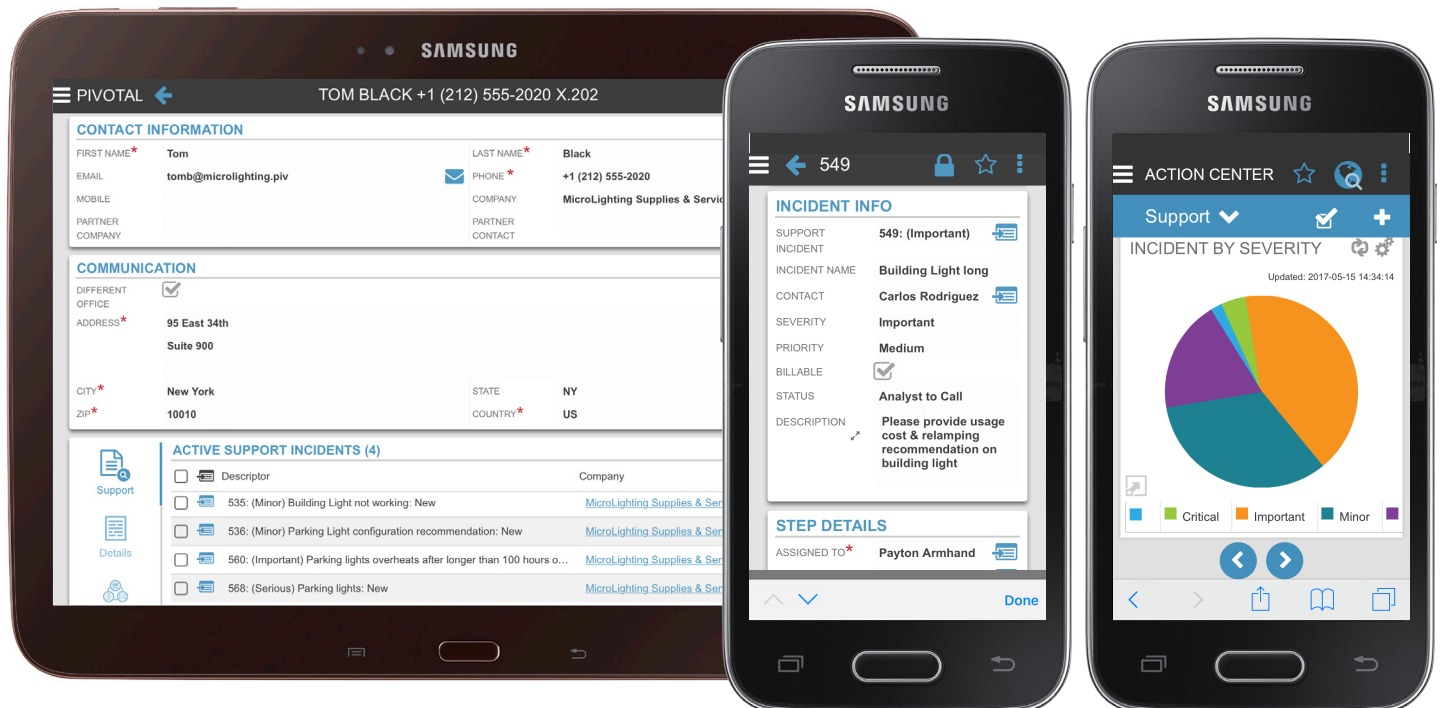
**Built-in and Configurable Workflow:** Pivotal UX ships with built-in workflow for validating service contracts, setting default service level agreements and escalating incidents based on the respond by deadlines. Email notifications can also be configured to trigger on different levels of escalation with embedded shortcuts to open the incident. The application allows you to create pre-defined templates to send standard communications, like follow-up emails to customers and all activities are synchronized with your Outlook calendar automatically.



## SOPHISTICATED KNOWLEDGE BASE SEARCH

Service organizations are often measured by the time it takes to resolve a customer issue as well as the number of steps or touchpoints required. Customer Service for Pivotal UX seamlessly integrates to Apteon Insight to help you easily search through your Knowledge Base. Insight is based on the most sophisticated open source enterprise search platform, SOLR, and provides the following benefits:

- **Reduced search time** - Significantly decrease the amount of time spent tracking down solutions to customer issues with:
  - Real-time indexing: Displays search results quickly
  - Relevancy Score: Displays a relevancy score with the most relevant result first
  - Auto Suggest: Suggests alternative search terms or phrases based on your original search
  - Highlighting: Highlights the search keyword in the search results
- **Easily customizable** – Insight offers the full scale administrator console that allows users to define additional data sources, and easily control output display style & format
- **Mobile** – Insight can be accessed using a variety of browsers or devices: smart phones, tablets, desktops etc.



## ACCESS ANYWHERE AT ANY TIME

Whether you are working in the office, looking at your tablets from home or accessing your mobile device while on the run, Pivotal UX is available to you. We have streamlined the information presented, so that it is focused on what you need to do – call a customer, send an email or even trying to find a solution using knowledge base search. Customer Service for Pivotal UX provides the ultimate assistant that you can take with you wherever you go.

To learn more: email us at [info@aptean.com](mailto:info@aptean.com) or contact your Account Manager.



Aptean is a leading provider of mission critical enterprise software solutions. We build and acquire industry-focused solutions to support the evolving operational needs of our customers. Our solutions help nearly 5,000 organizations stay at the forefront of their industries by enabling them to operate more efficiently, thereby ensuring higher customer satisfaction.

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