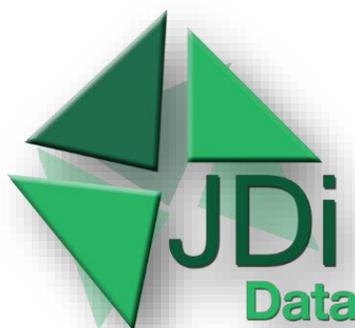# JDi Data's

Customer Service Channel

Customer Service Evolution

While there is a certain comfort involved when you report an issue to a familiar customer service representative, the price you pay for that comfort lies in efficiency. File handlers change constantly, and the person you email may no longer be in a position to help.

Compounding the issue, when you send your request to a CSR (customer service representative), they'll assess your problem and mentally triage it. Maybe they interpret it as more urgent than you mean it to be, or worse, not urgent enough.

JDi Data has developed and implemented a self-service customer support solution that blends a personal customer support experience with the greater efficiency of a Customer Service Ticket system. This innovative approach to support is the next evolutionary step to exceeding customer expectations.

Benefits Summary

- Submit incidents via email and automatically receive a tracking number

- View and Track all ongoing issues

- Comment on ongoing issues via email or the Portal

- Track your incident status via online Portal

- Search the Client Knowledge Base for known resolutions to a variety of issues

- Reporting against standard Key Performance Indicators and Service Level Agreements

Then and Now

It used to be you could phone in a problem to customer service, usually describing your problem on voicemail. You might send a detailed email, and then wait for an acknowledgement with a timetable for resolution. As you wait for the resolution, you might be left in the dark as to any progress, acceleration or delays to resolution.

Now when you call or email, everything is logged and the response is almost immediate. JDi's Support Channel creates an incident in a ticket management system and generates an emailed response immediately with a ticket number.

What is a tracking number good for? For starters, if you receive any new and pertinent information, you can simply respond to the email you received when the ticket was generated. It will automatically add the new information to the existing ticket, and let the person working on the resolution know immediately.

JDi's Support Channel is also intuitive. It automatically escalates an incident based on pre-set rules. An example of this would be the system increasing the priority for critical projects in your email's subject line.

Maybe you have a complicated need. You recognize a key benefit that would better the software as a whole, but know it's going to take a lot of coding. The Support Channel communicates with our development tracking system seamlessly, so they can begin work on your long term solution.

The Portal

Unlike other tickets, ours goes a step further at support.jdidata.com. From the interactive portal, you'll have the ability to see which tickets are open, who is assigned to them, the current status, how long the ticket has been open and more. Did an issue resolution just become more urgent? You can change

the priority to high with a mouse-click inside the portal. It's easy!

The portal offers much more than just a place to check on your open tickets. You'll have access to the knowledge base (where you'll be able to search for known resolutions), and community forums where you can browse similar issues and solutions. Maybe you're just learning what the portal has to offer—you can check the FAQs, or read through the Tips and Tricks. Have a great idea? Post it to the features request, and let our team figure how to make it a reality!

It could be you've misplaced the original email, but what to add something to the ticket. You can effortlessly make a reply within the portal. You can also add people to the distribution list, so whenever you get an update on an issue, the system will notify that person as well.

Reporting

We always want to make sure expectations are being met with Key Performance Indicators and operating within your Service Level Agreement. Our support team generates reports daily to insure client requests are being handled as efficiently as possible. Users have the ability to stay informed on all the developments in real time.

Support Channel Workflow
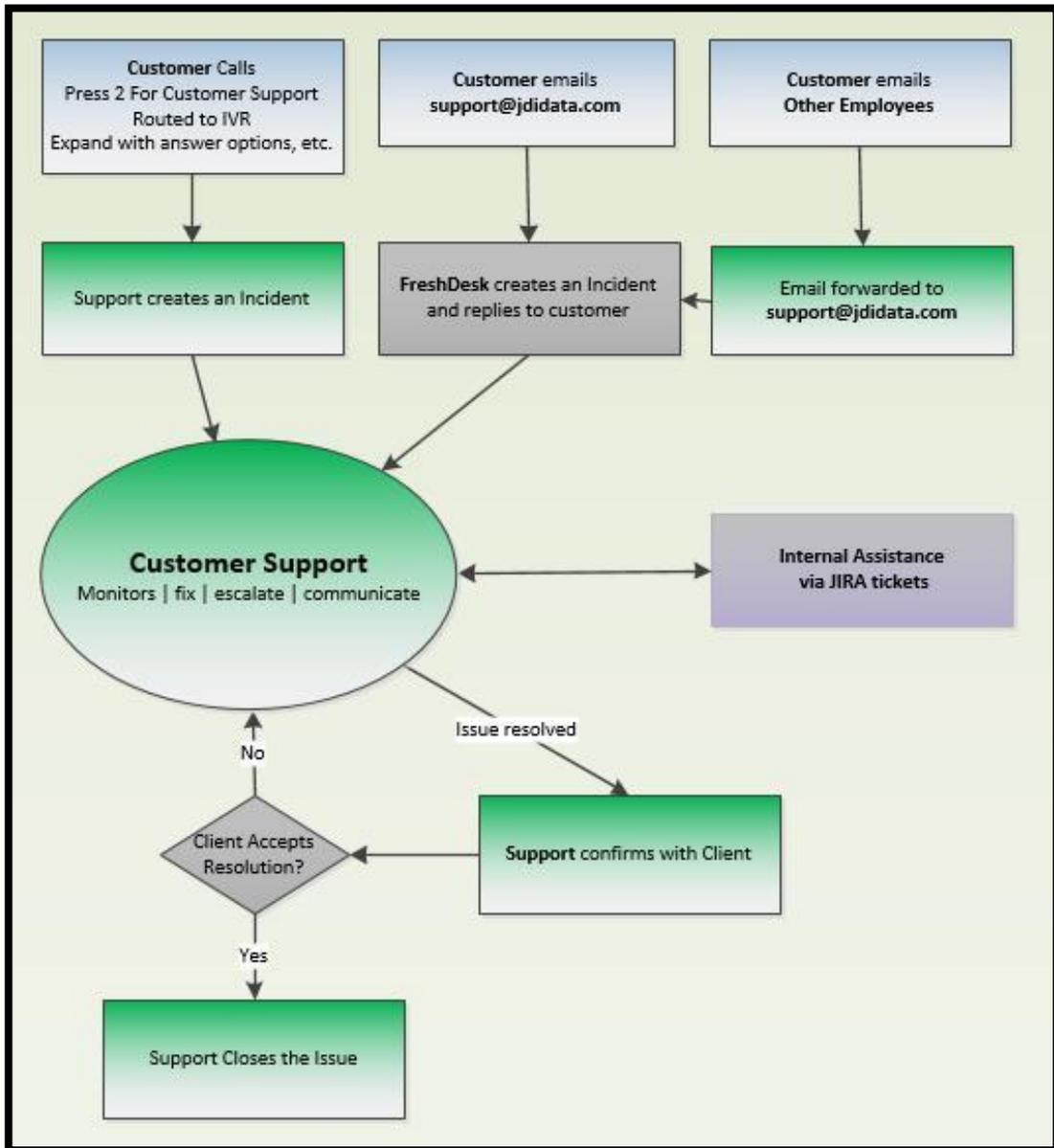
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