

Support Management

MICROSOFT BUSINESS SOLUTIONS–AXAPTA

MICROSOFT BUSINESS SOLUTIONS–AXAPTA SUPPORT MANAGEMENT

Microsoft® Business Solutions–Axapta® Support Management is a complete and easy-to-use module that helps you efficiently manage and track the plants and equipments installed in the organization.

Key Benefits

- Help to manage and track all support activities to customers.
- Help to record customer support cases for easy tracking and referencing.
- Help on record and track call slips within the support case.
- Help to monitor the turn-around time for each support case.
- Support cases tracking by skills and engineers mapping.

Microsoft Business Solutions–Axapta Support Management provides a strong platform to help you control and manage all support activities for your valuable customers.

It supports a wide range of functions and empowers your company to meet the challenges of growth, while giving you the insight into your business you need to succeed in an increasingly competitive global environment.

Microsoft Business Solutions–Axapta is an all-in-one solution that gives you real-time connectivity across your business. In one integrated application. Microsoft Axapta Support Management exchanges business information with many other functional areas in the solution. Microsoft Axapta Support Management consists of the following functions:

- Support case logging and tracking
- Support calls (within support cases) logging and tracking
- Support turn-around time tracking
- Support engineers skill mapping for task category.

Support Cases and Call Activities

The support case logging system provides and records information such as:

- Customer information.
- The detail description of the support case.
- All call activities within the support case.
- Date and time stamping for all support cases and call activities.

You can maintain different groups of support cases for easy reporting and tracking.

Support Engineers Skill Mapping

You may have different skill level engineers for different support categories. This system allows you to map the support engineer skills to task code, which may be mapped to different difficulty levels of support cases.



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For more information about Microsoft Axapta

To learn more about Microsoft Axapta, contact your local Microsoft Business Solutions office, a Microsoft Certified Business Solutions reselling partner, and/or visit www.microsoft.com/BusinessSolutions.

About Microsoft Business Solutions

Microsoft Business Solutions, a business group of Microsoft, offers a wide range of integrated, end-to-end business applications and services designed to help small, midmarket and corporate businesses become more connected with customers, employees, partners and suppliers. Microsoft Business Solutions applications optimize strategic business processes across financial management, analytics, human resources management, project management, customer relationship management, field Support Management, supply chain management, e-commerce, manufacturing and retail management. The applications are designed to provide insight to help customers achieve business success. More information about Microsoft Business Solutions can be found at www.microsoft.com/BusinessSolutions.

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Key Features (Plant Maintenance)
Description

EASY TO USE	<ul style="list-style-type: none"> ▪ Intuitive layout and structure with user-adjustable menus, forms and reports with built-in help
SUPPORT CASE MANAGEMENT	<ul style="list-style-type: none"> ▪ Maintain and track support cases ▪ Enter all support cases related information
CALL ACTIVITIES MANAGEMENT	<ul style="list-style-type: none"> ▪ Call history and activity tracking for each and every support case ▪ Support call history as knowledge base for future maintenance
SUPPORT SKILL MAPPING	<ul style="list-style-type: none"> ▪ Engineer allocation to support case based on level.

System Requirements

TO OBTAIN ALL OF THE FEATURES MENTIONED IN THIS FACT SHEET, THE FOLLOWING MODULES AND TECHNOLOGIES ARE REQUIRED	<ul style="list-style-type: none"> ▪ Microsoft Business Solutions–Axapta 4.0 Business Essential Package ▪ Microsoft Business Solutions–Axapta Support Management ▪ Microsoft SQL Server 2005
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