ManageEngine
Powering IT ahead

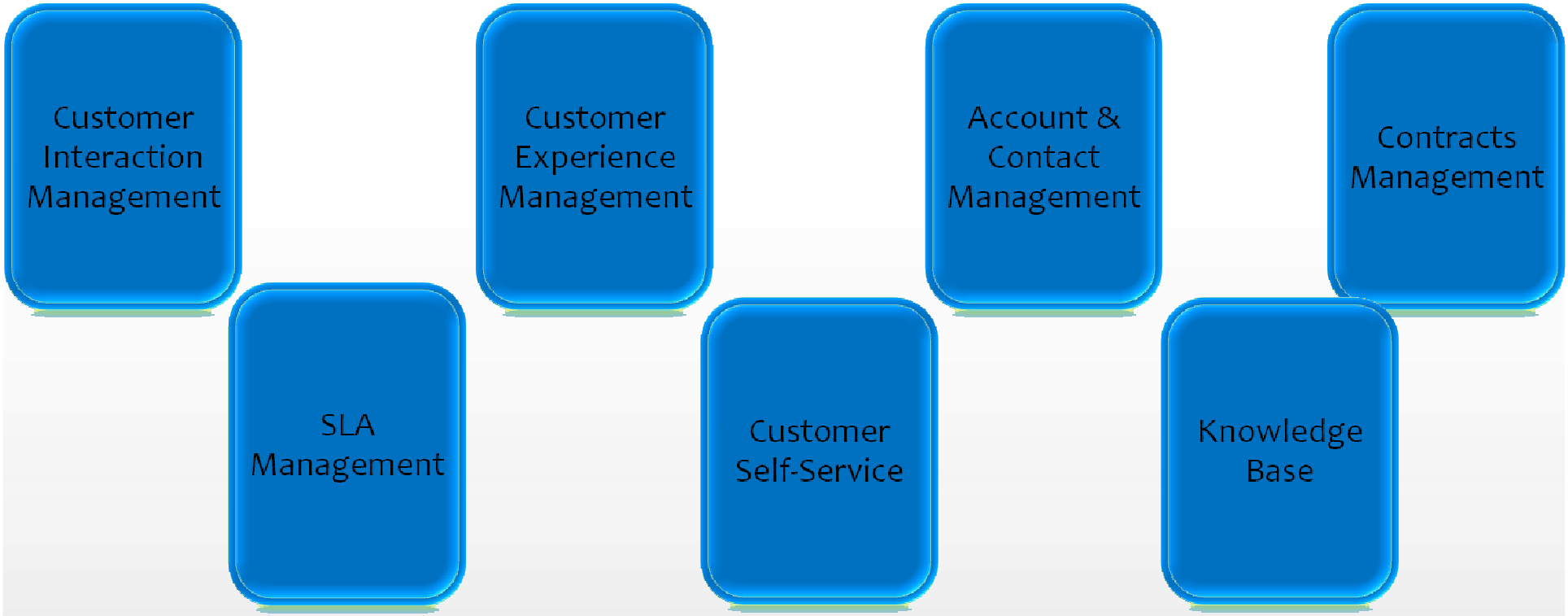
# Product Overview

ZOHO

# SupportCenter Plus

SupportCenter Plus is a Customer Support and Service software. SupportCenter Plus is a specialty CRM software which focuses on Customer Support.

# Supportcenter Plus offers Integrated




**in a Single Low - Cost Package**

# SupportCenter Plus

Complete Customer Support Software

Increase efficiency of support staff

Evaluate, analyse customer experience

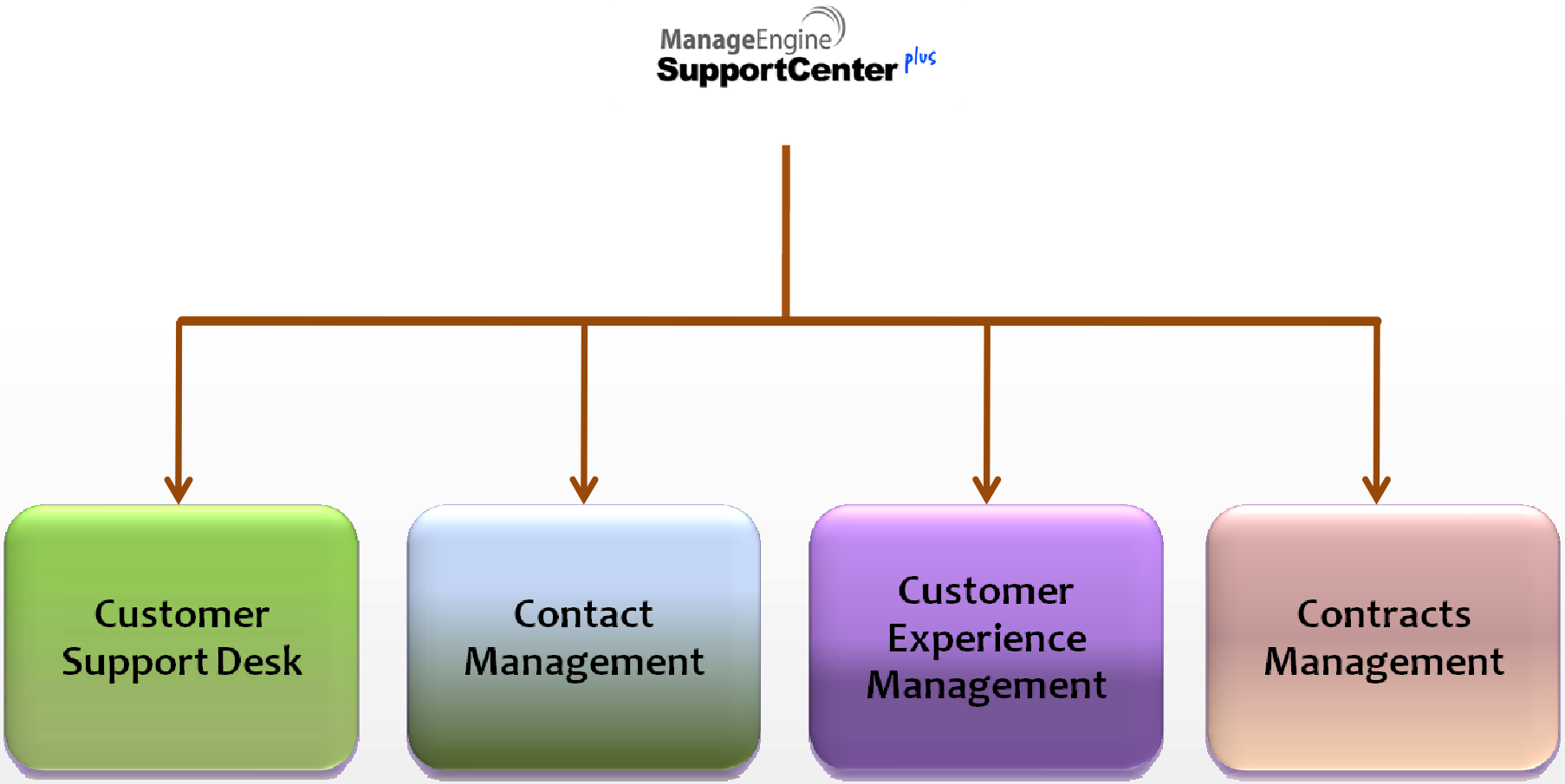
ManageEngine SupportCenter plus

Enrich User experience

Enhance Customer participation

Automate your Customer Service

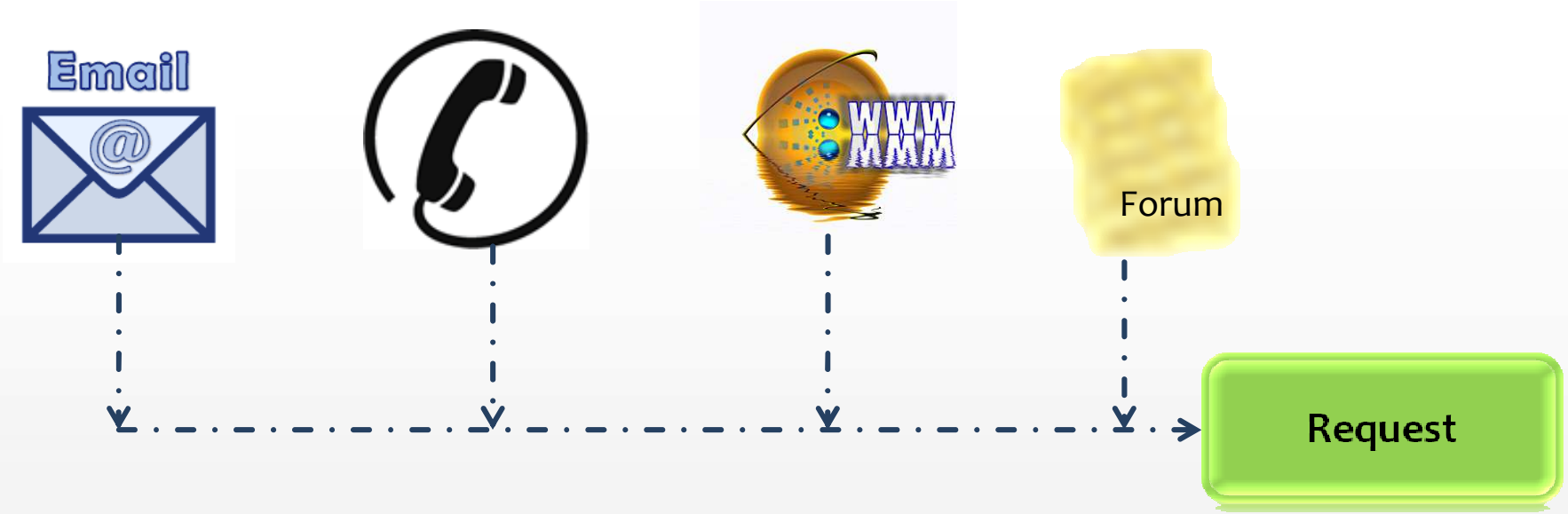
# Features


ManageEngine
SupportCenter plus
Customer Support Desk
Contact Management
Customer Experience Management
Contracts Management

Business Rules
Knowledge Base
Customer Support Desk
Customer Self Service
Customer Interaction Management

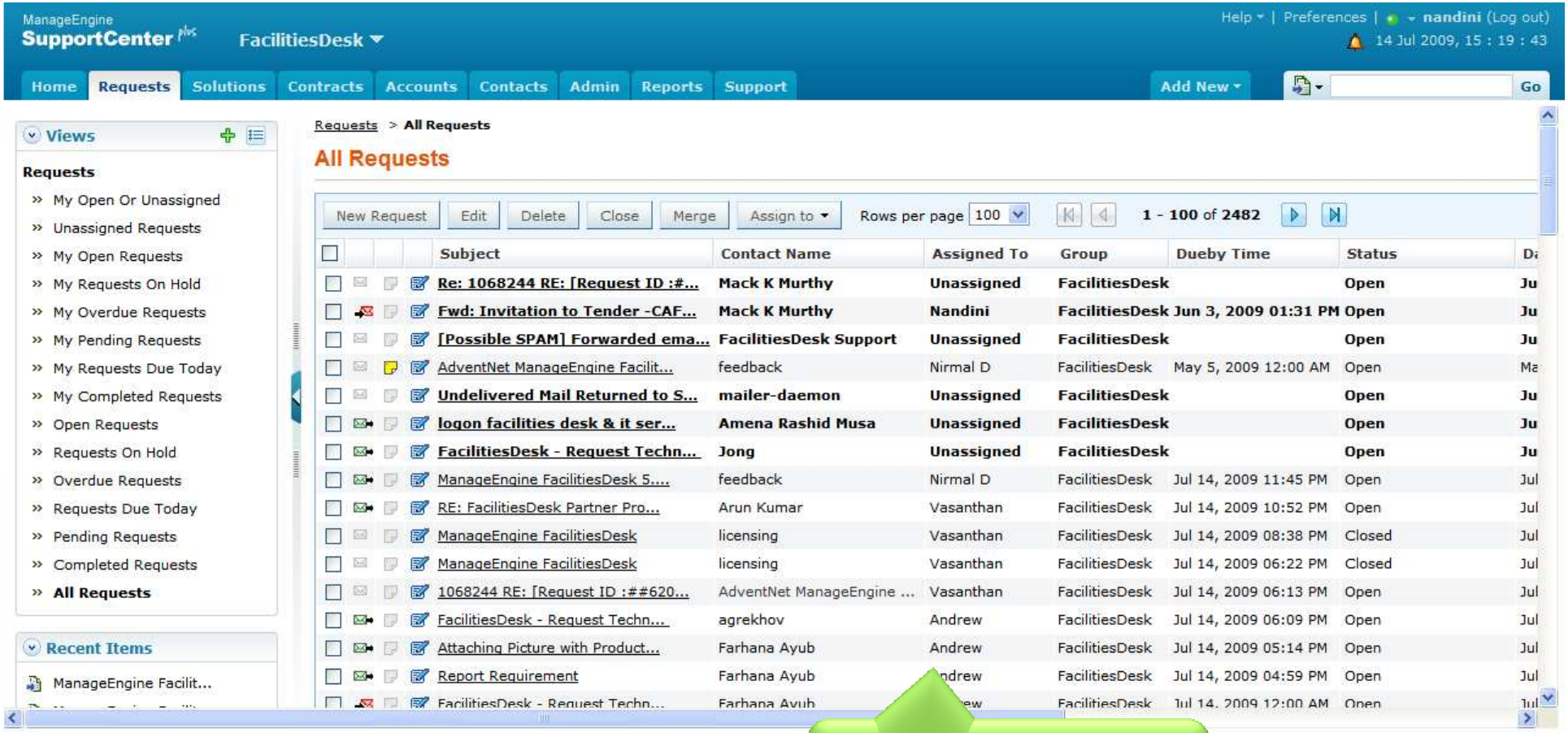
# Customer Interaction Management

- Easy Request Management




- Manage your requests from a single location.

# Request Management

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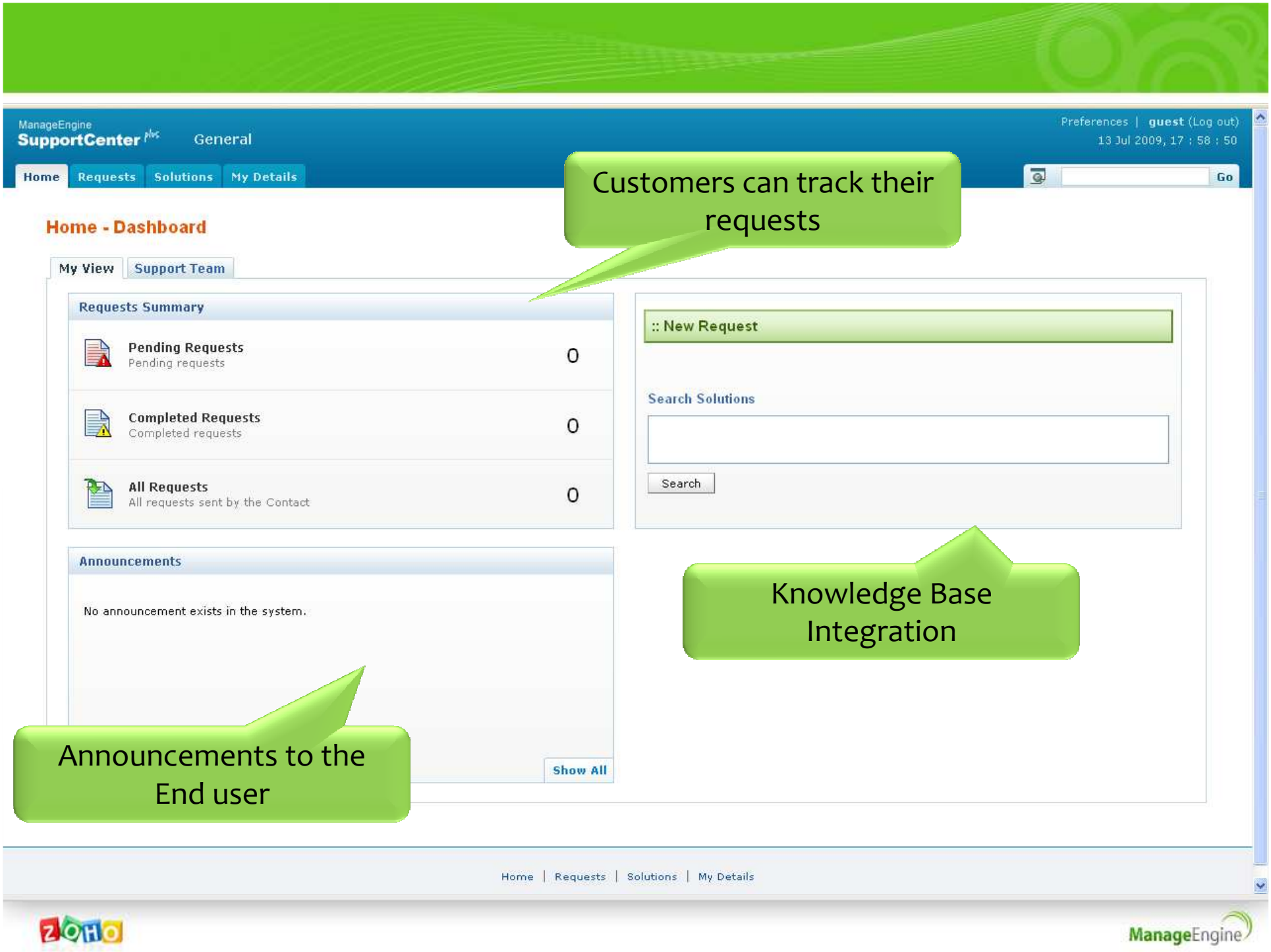
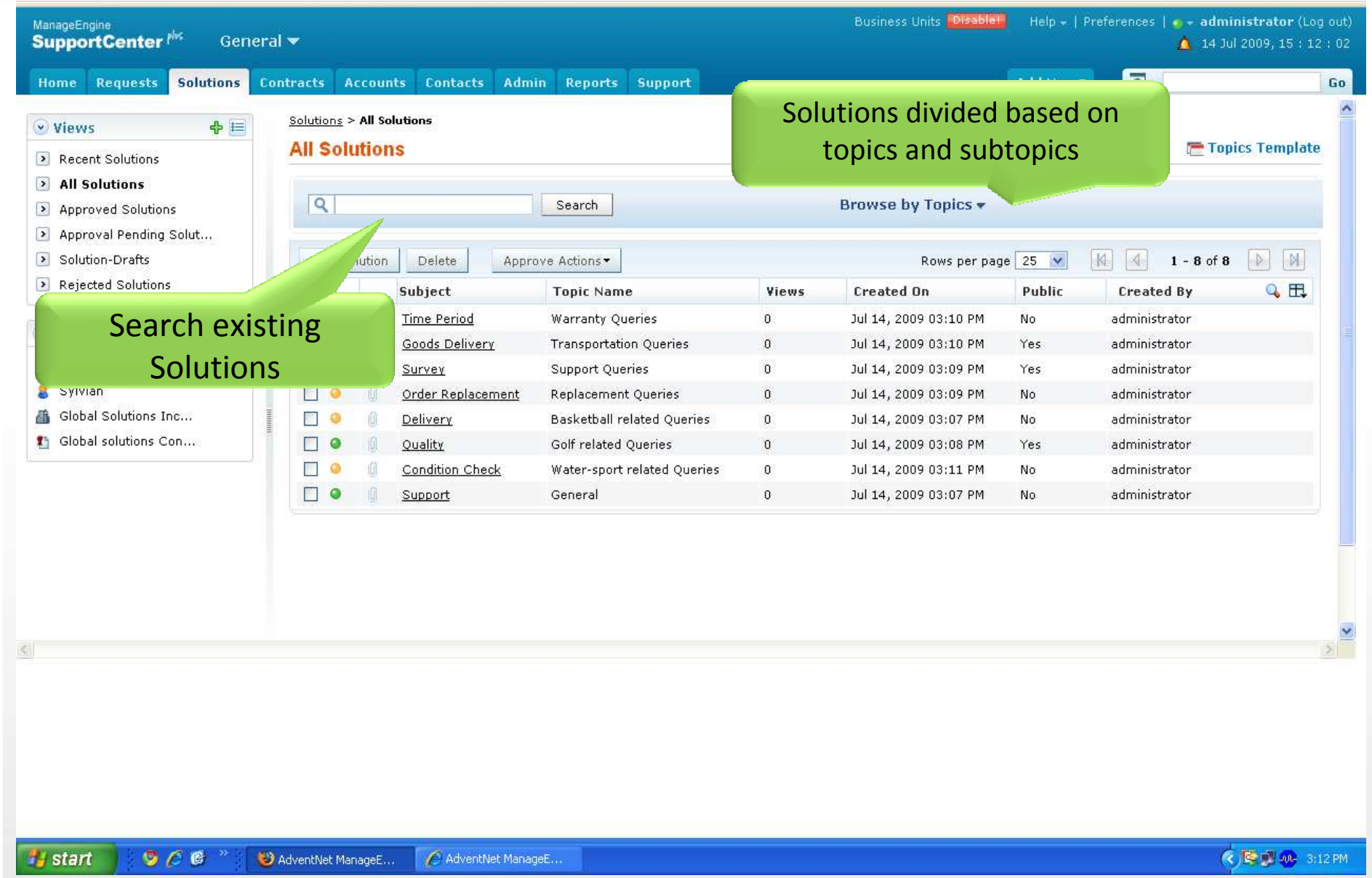
# Customer Self Service

- Enhancing user interaction through easy web interface
- End users can create and track their requests.
- The web portal can be configured according to the user requirements
- Knowledge base integration for easy solution identification


ManageEngine
SupportCenter Plus
General
Preferences | guest (Log out)
13 Jul 2009, 17 : 58 : 50
Home
Requests
Solutions
My Details
Go
Customers can track their requests
Home - Dashboard
My View
Support Team
Requests Summary
Pending Requests
Pending requests
0
Completed Requests
Completed requests
0
All Requests
All requests sent by the Contact
0
:: New Request
Search Solutions
Search
Announcements
No announcement exists in the system.
Show All
Knowledge Base Integration
Announcements to the End user
Home | Requests | Solutions | My Details
ZOHO
ManageEngine

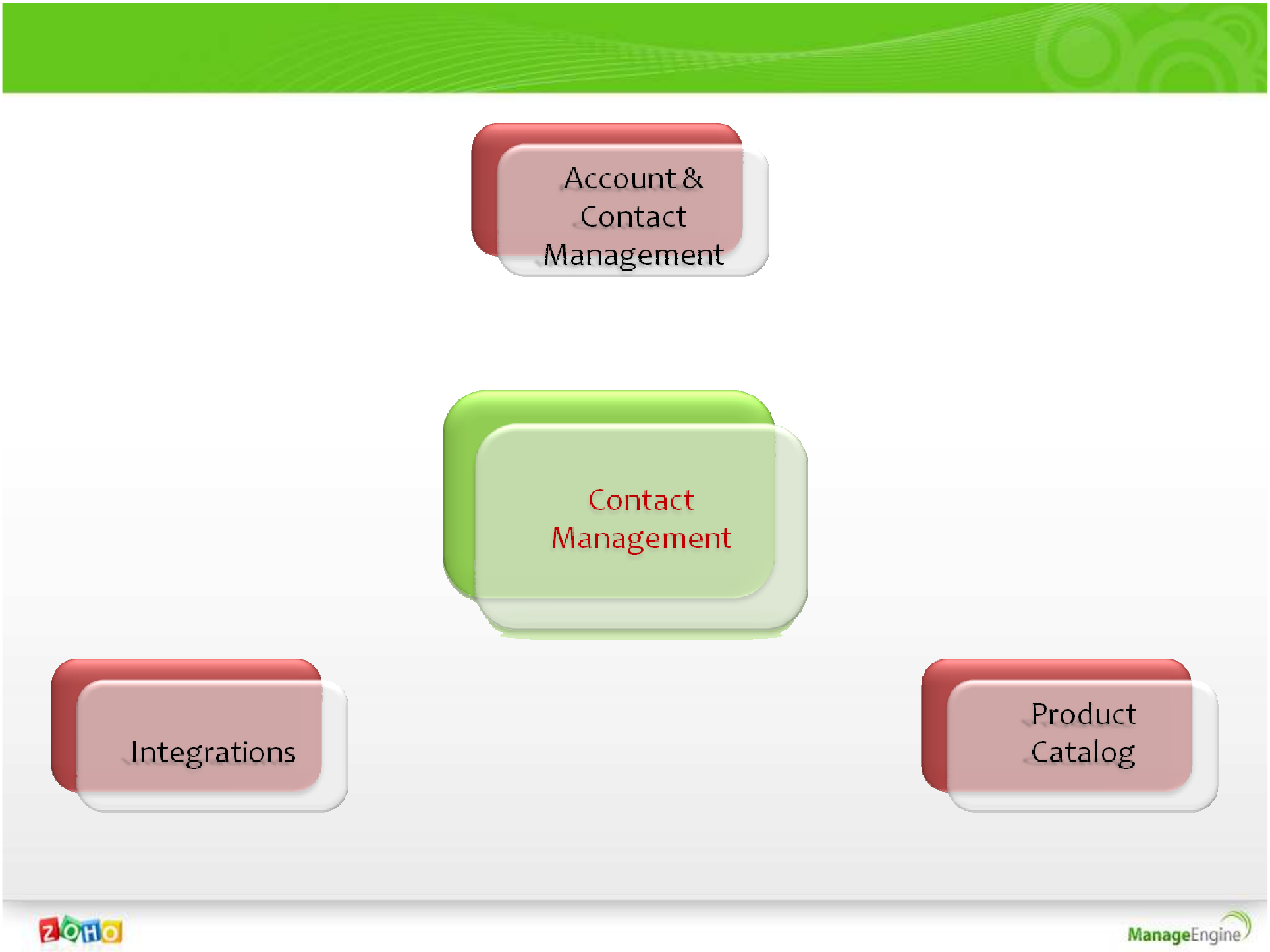
# Knowledge Base

- Online knowledge database of solutions for simple problems and issues.
- Separate Knowledge base for end users and customer support representatives.
- Solutions can be grouped on topics and topics can be associated with Specific Accounts based on the requirements. It will help the users to find solutions for their topics of interest.


ManageEngine
SupportCenter
General
Business Units
Disable!
Help | Preferences | administrator (Log out)
14 Jul 2009, 15 : 12 : 02
Home
Requests
Solutions
Contracts
Accounts
Contacts
Admin
Reports
Support
Go
Views
Recent Solutions
All Solutions
Approved Solutions
Approval Pending Solut...
Solution-Drafts
Rejected Solutions
Sylvian
Global Solutions Inc...
Global solutions Con...
Solutions > All Solutions
All Solutions
Topics Template
Search
Browse by Topics
Delete
Approve Actions
Rows per page 25
1 - 8 of 8
Subject
Topic Name
Views
Created On
Public
Created By
Time Period
Warranty Queries
0
Jul 14, 2009 03:10 PM
No
administrator
Goods Delivery
Transportation Queries
0
Jul 14, 2009 03:10 PM
Yes
administrator
Survey
Support Queries
0
Jul 14, 2009 03:09 PM
Yes
administrator
Order Replacement
Replacement Queries
0
Jul 14, 2009 03:09 PM
No
administrator
Delivery
Basketball related Queries
0
Jul 14, 2009 03:07 PM
No
administrator
Quality
Golf related Queries
0
Jul 14, 2009 03:08 PM
Yes
administrator
Condition Check
Water-sport related Queries
0
Jul 14, 2009 03:11 PM
No
administrator
Support
General
0
Jul 14, 2009 03:07 PM
No
administrator
Solutions divided based on topics and subtopics
Search existing Solutions
start
AdventNet ManageE...
AdventNet ManageE...
3:12 PM

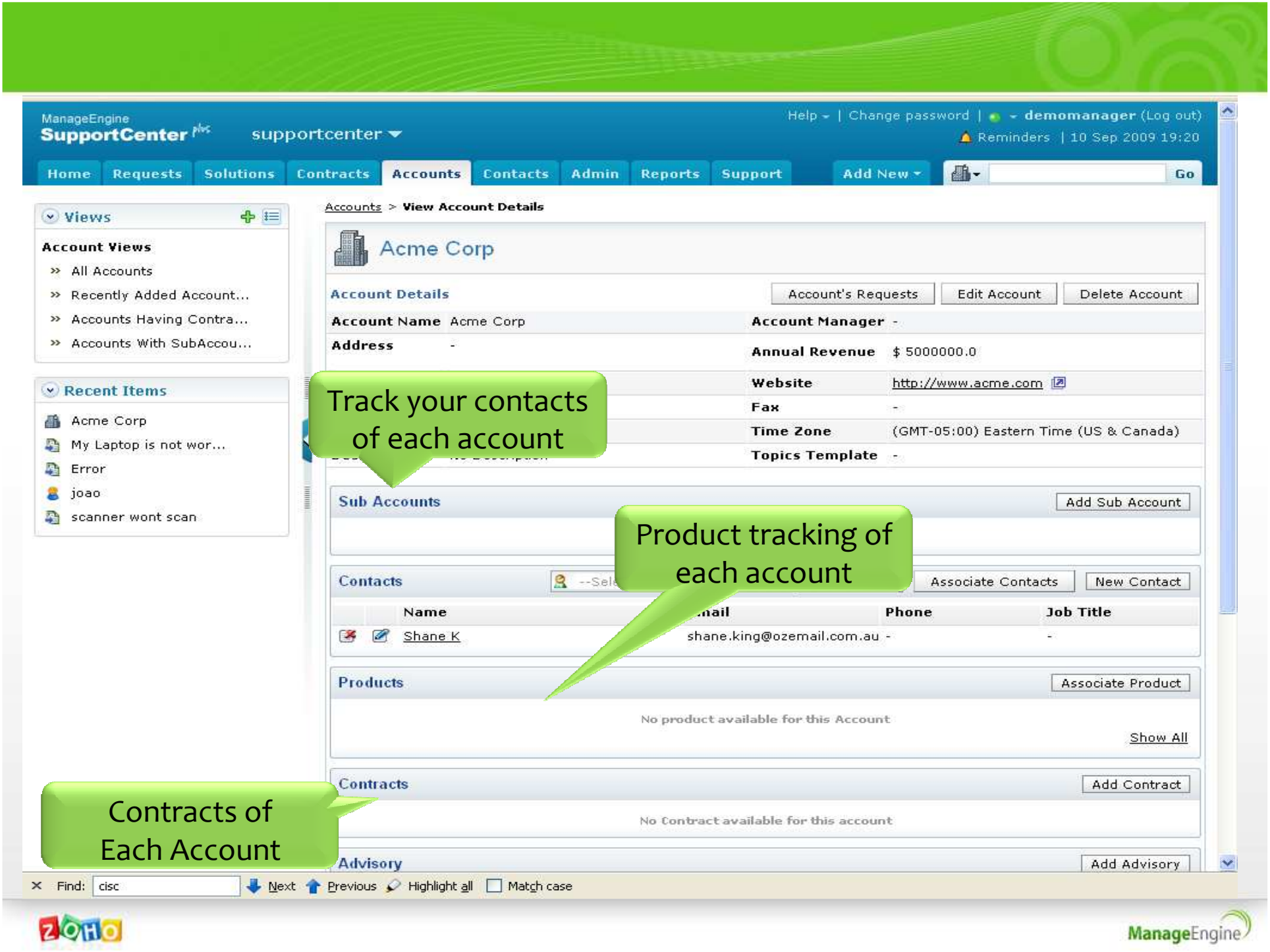
# Business Rules

- Business rules will help you to organize incoming requests.
- It performs any action ranging from delivering to a particular group, assign support reps and so on.
- It will help you in organizing and managing requests efficiently


Account & Contact Management
Contact Management
Integrations
Product Catalog

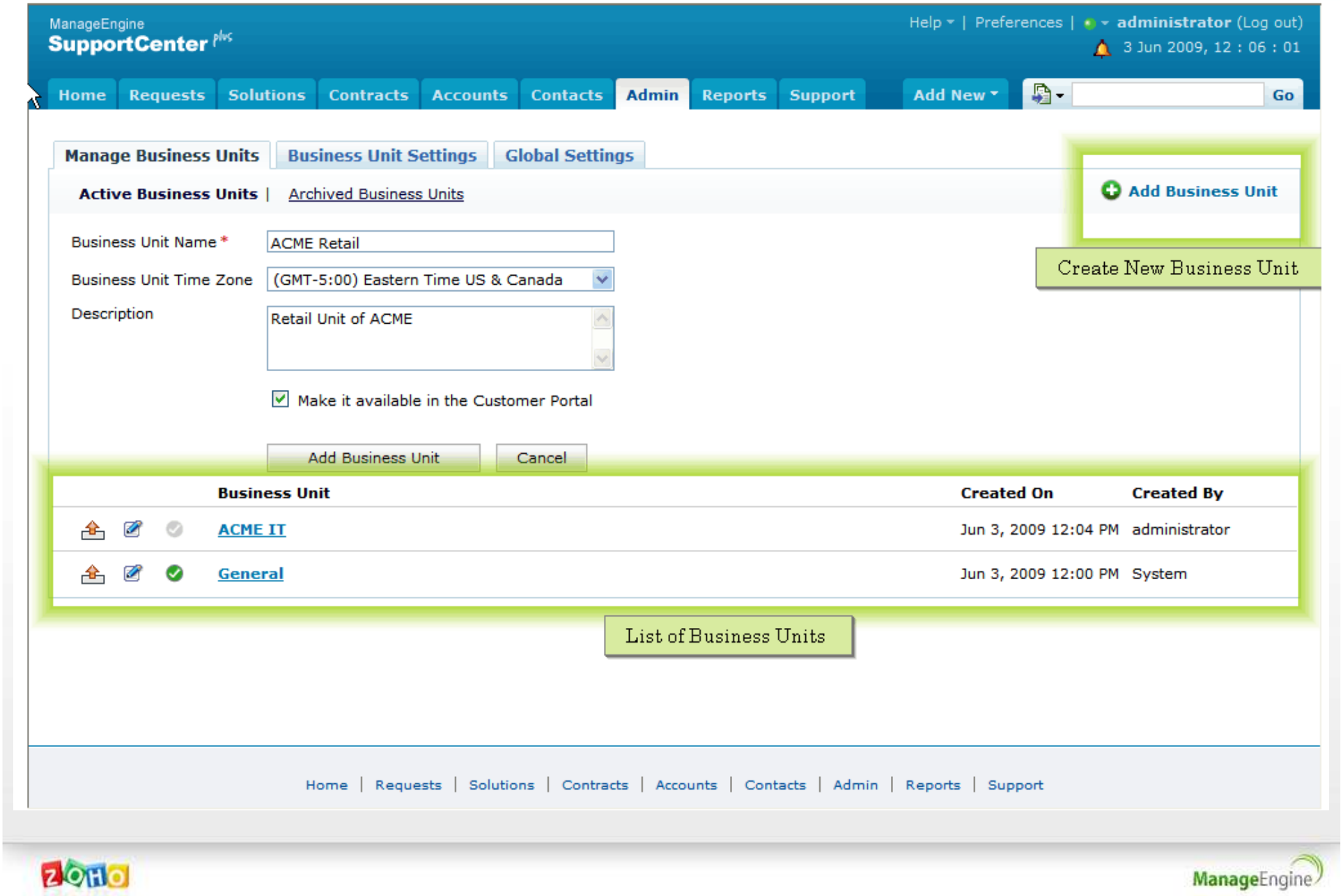
# Account & Contact Management

- Manage all your customer accounts at a central location.
- Define and record contact information easily
- Track your customer accounts, their contact details, the Service Level agreements, records and history of issues raised by the customer
- Helps to cater to the unique needs of the customer and constant monitoring of issues.


ManageEngine
SupportCenter plus
supportcenter
Help | Change password | demomanager (Log out)
Reminders | 10 Sep 2009 19:20
Home
Requests
Solutions
Contracts
Accounts
Contacts
Admin
Reports
Support
Add New
Go
Views
Account Views
All Accounts
Recently Added Account...
Accounts Having Contra...
Accounts With SubAccou...
Recent Items
Acme Corp
My Laptop is not wor...
Error
joao
scanner wont scan
Accounts > View Account Details
Acme Corp
Account Details
Account's Requests
Edit Account
Delete Account
Account Name Acme Corp
Address -
Account Manager -
Annual Revenue $ 5000000.0
Website http://www.acme.com
Fax -
Time Zone (GMT-05:00) Eastern Time (US & Canada)
Topics Template -
Track your contacts of each account
Sub Accounts
Add Sub Account
Product tracking of each account
Contacts
Associate Contacts
New Contact
Name
Phone
Job Title
Shane K
shane.king@ozemail.com.au
Products
Associate Product
No product available for this Account
Show All
Contracts
Add Contract
No Contract available for this account
Contracts of Each Account
Advisory
Add Advisory
Find: cisc
Next
Previous
Highlight all
Match case
ZOHO
ManageEngine

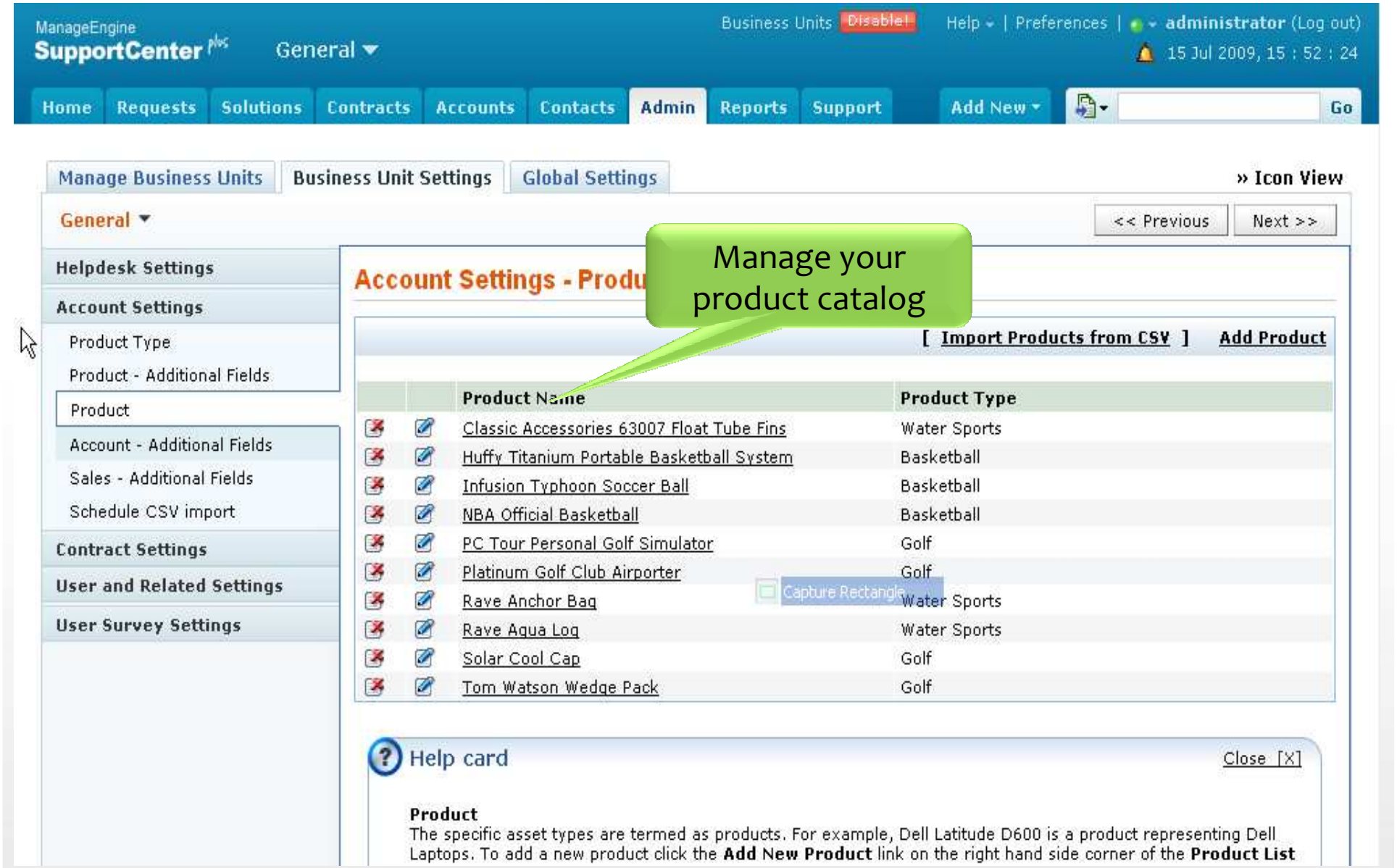
# Multi-Tenancy through Business Units

- Service your customers based on different criteria like SBUs, Customer Accounts, Products etc.,
- Have logically distinguished data of your accounts as one business unit is independent of the other
- Improve support productivity as the consolidating customer information into a single location with easy-to-use reporting, visualization and customer management capabilities
- Customize your support process in your own way


ManageEngine
SupportCenter plus
Help | Preferences | administrator (Log out)
3 Jun 2009, 12 : 06 : 01
Home
Requests
Solutions
Contracts
Accounts
Contacts
Admin
Reports
Support
Add New
Go
Manage Business Units
Business Unit Settings
Global Settings
Active Business Units | Archived Business Units
Add Business Unit
Business Unit Name *
ACME Retail
Business Unit Time Zone
(GMT-5:00) Eastern Time US & Canada
Description
Retail Unit of ACME
Make it available in the Customer Portal
Add Business Unit
Cancel
Create New Business Unit
Business Unit
Created On
Created By
ACME IT
Jun 3, 2009 12:04 PM
administrator
General
Jun 3, 2009 12:00 PM
System
List of Business Units
Home | Requests | Solutions | Contracts | Accounts | Contacts | Admin | Reports | Support

# Product Catalog

- Manage information about your products, their cost and customer support can add new products, product types and other information.
- Categorize and Track the products and customer information of specific products
- Contacts can view their product details and track their product.


ManageEngine
SupportCenter plus
General
Business Units Disable!
Help | Preferences | administrator (Log out)
15 Jul 2009, 15 : 52 : 24
Home
Requests
Solutions
Contracts
Accounts
Contacts
Admin
Reports
Support
Add New
Go
Manage Business Units
Business Unit Settings
Global Settings
» Icon View
General
<< Previous
Next >>
Helpdesk Settings
Account Settings
Product Type
Product - Additional Fields
Product
Account - Additional Fields
Sales - Additional Fields
Schedule CSV import
Contract Settings
User and Related Settings
User Survey Settings
Account Settings - Produ
Manage your product catalog
[ Import Products from CSV ]
Add Product
Product Name
Product Type
Classic Accessories 63007 Float Tube Fins
Water Sports
Huffy Titanium Portable Basketball System
Basketball
Infusion Typhoon Soccer Ball
Basketball
NBA Official Basketball
Basketball
PC Tour Personal Golf Simulator
Golf
Platinum Golf Club Airporter
Golf
Rave Anchor Bag
Water Sports
Rave Aqua Log
Water Sports
Solar Cool Cap
Golf
Tom Watson Wedge Pack
Golf
Capture Rectangle
Help card
Close [X]
Product
The specific asset types are termed as products. For example, Dell Latitude D600 is a product representing Dell Laptops. To add a new product click the Add New Product link on the right hand side corner of the Product List

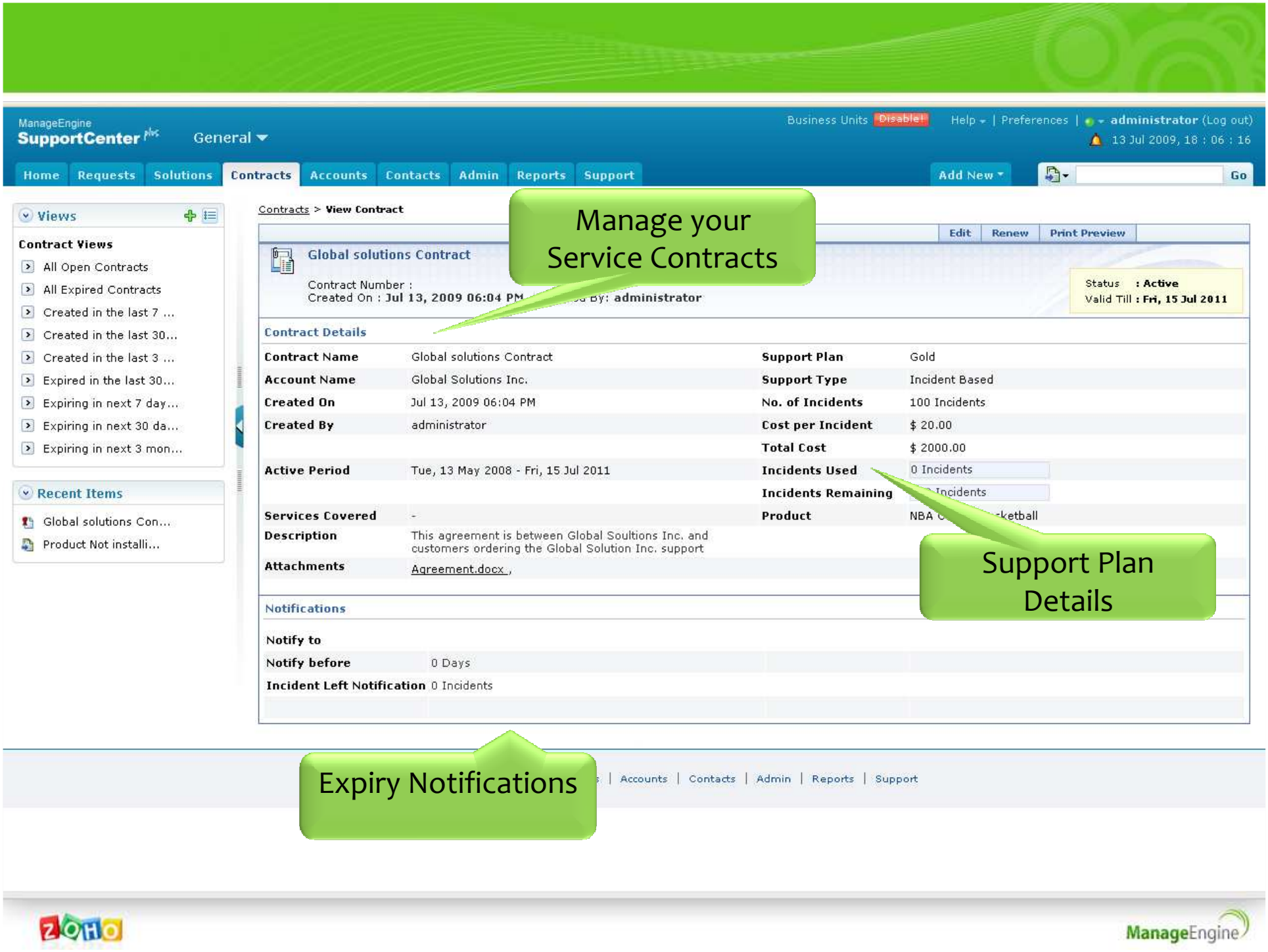
# Integrations

- Integrate your existing database with the SupportCenter database through CSV Import.
- Automatically synchronize the changes to your customer database to the SupportCenter database.
- Import & Synchronize your Outlook contacts & accounts into SupportCenter.
- Synchronize with Active Directory for your Support Staff Database

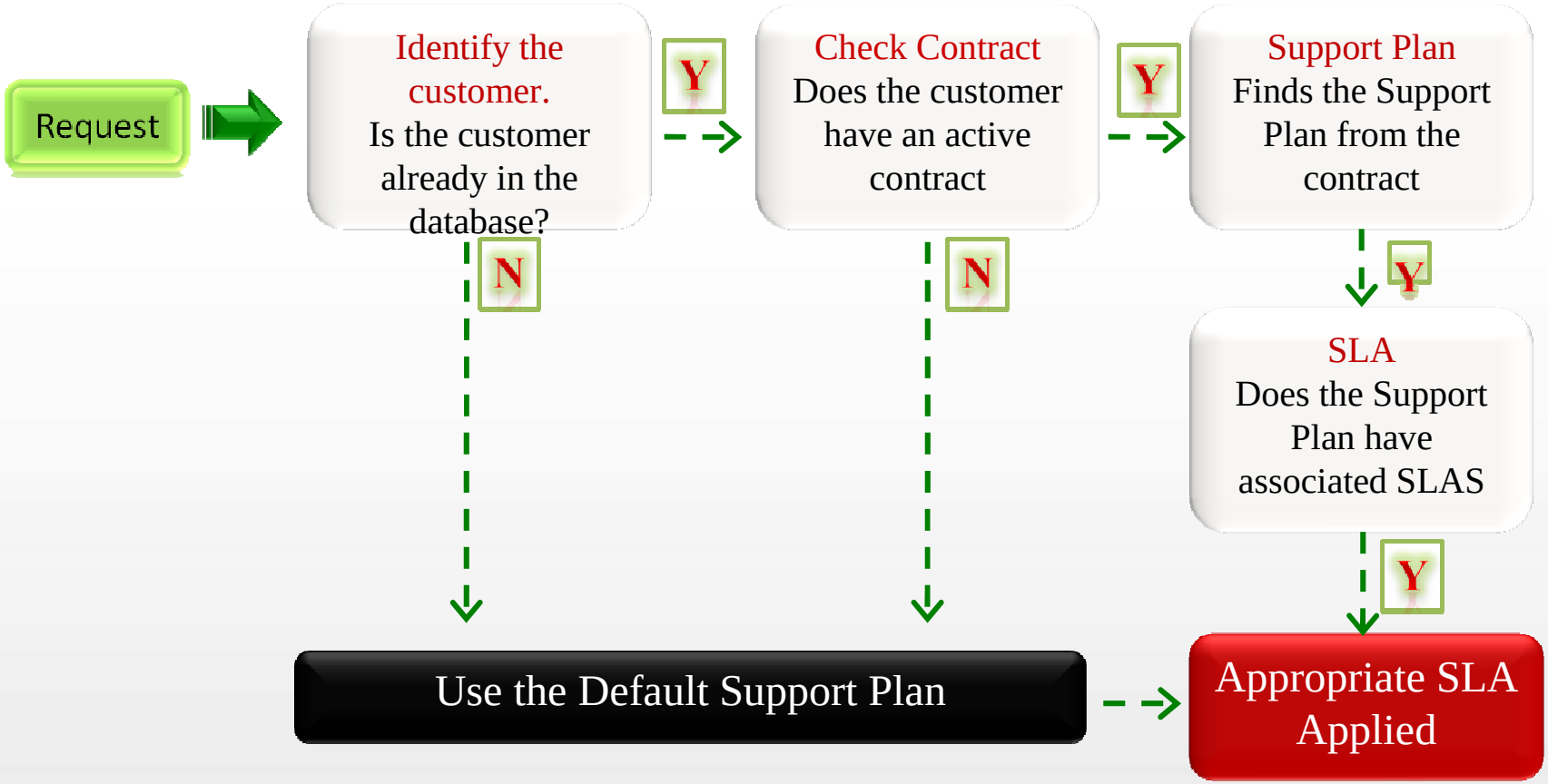
Contracts Management
SLA Management
Contracts Management
Customer Billing

# Contracts Management

- Define support plans and contracts based on issues or time.
- Manage and track support plans based on the contract.
- Assign and update requests based on the customer contracts.
- Notification to respective managers on the expiry of the contracts.

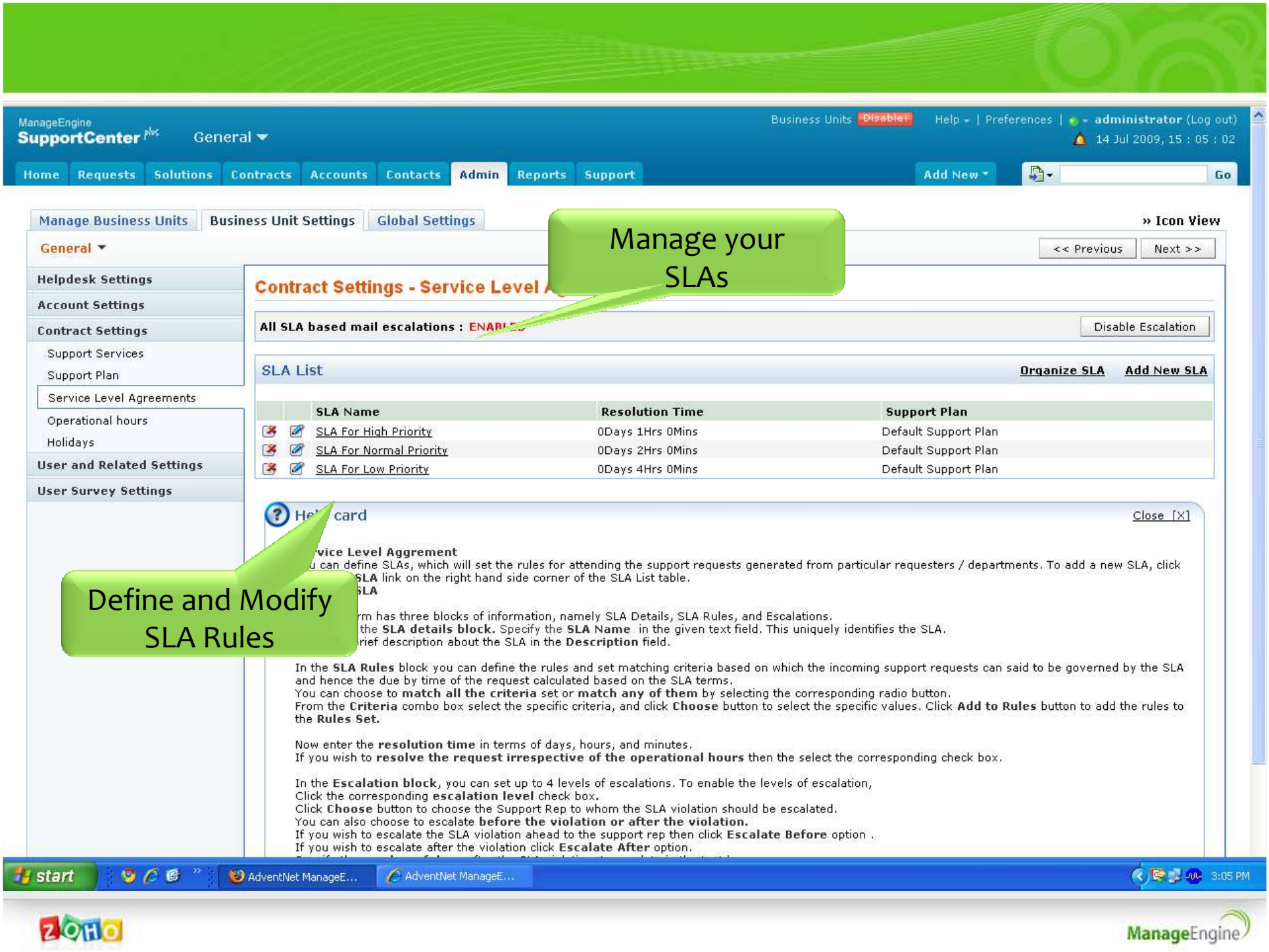

ManageEngine
SupportCenter plus
General
Business Units Disable!
Help | Preferences | administrator (Log out)
13 Jul 2009, 18 : 06 : 16
Home
Requests
Solutions
Contracts
Accounts
Contacts
Admin
Reports
Support
Add New
Go
Views
Contract Views
All Open Contracts
All Expired Contracts
Created in the last 7 ...
Created in the last 30...
Created in the last 3 ...
Expired in the last 30...
Expiring in next 7 day...
Expiring in next 30 da...
Expiring in next 3 mon...
Recent Items
Global solutions Con...
Product Not installi...
Contracts > View Contract
Edit
Renew
Print Preview
Global solutions Contract
Contract Number :
Created On : Jul 13, 2009 06:04 PM
By: administrator
Status : Active
Valid Till : Fri, 15 Jul 2011
Contract Details
Contract Name
Global solutions Contract
Account Name
Global Solutions Inc.
Created On
Jul 13, 2009 06:04 PM
Created By
administrator
Active Period
Tue, 13 May 2008 - Fri, 15 Jul 2011
Services Covered
-
Description
This agreement is between Global Soultions Inc. and customers ordering the Global Solution Inc. support
Attachments
Agreement.docx ,
Support Plan
Gold
Support Type
Incident Based
No. of Incidents
100 Incidents
Cost per Incident
$ 20.00
Total Cost
$ 2000.00
Incidents Used
0 Incidents
Incidents Remaining
Product
Notifications
Notify to
Notify before
0 Days
Incident Left Notification
0 Incidents
Manage your Service Contracts
Support Plan Details
Expiry Notifications
Accounts | Contacts | Admin | Reports | Support

# How SLAs work?



# SLA Management

- Define SLA rules to distinguish priority requests by Requester, Department or Category.
- Automatically update Requests to apply SLA rules to determine resolution time
- Track SLA compliance using automatic escalations (up to 4 levels) in case of SLA violations at pre-defined time intervals
- It helps in effective customer management and set customer expectations.


ManageEngine
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Business Units Disable!
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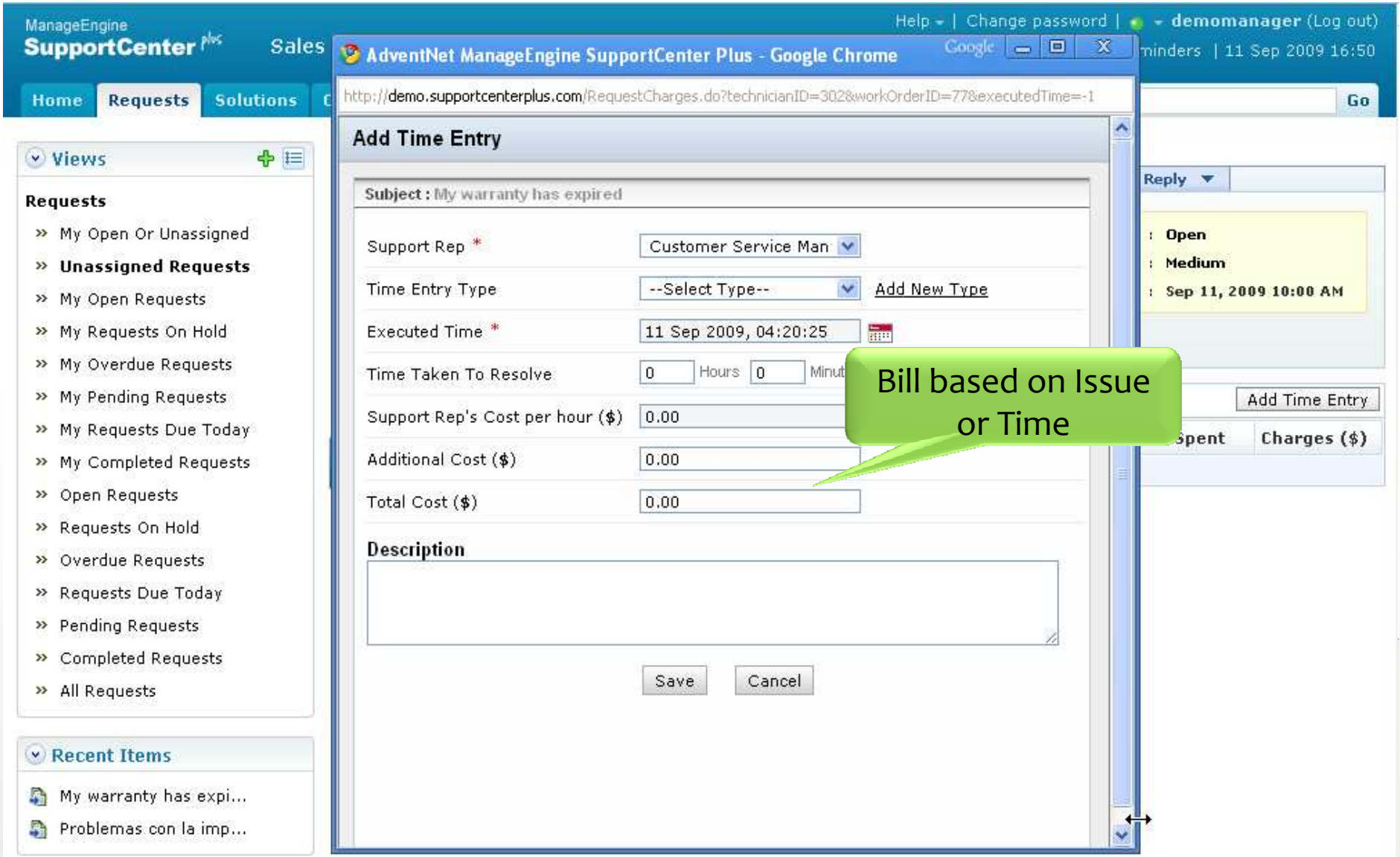
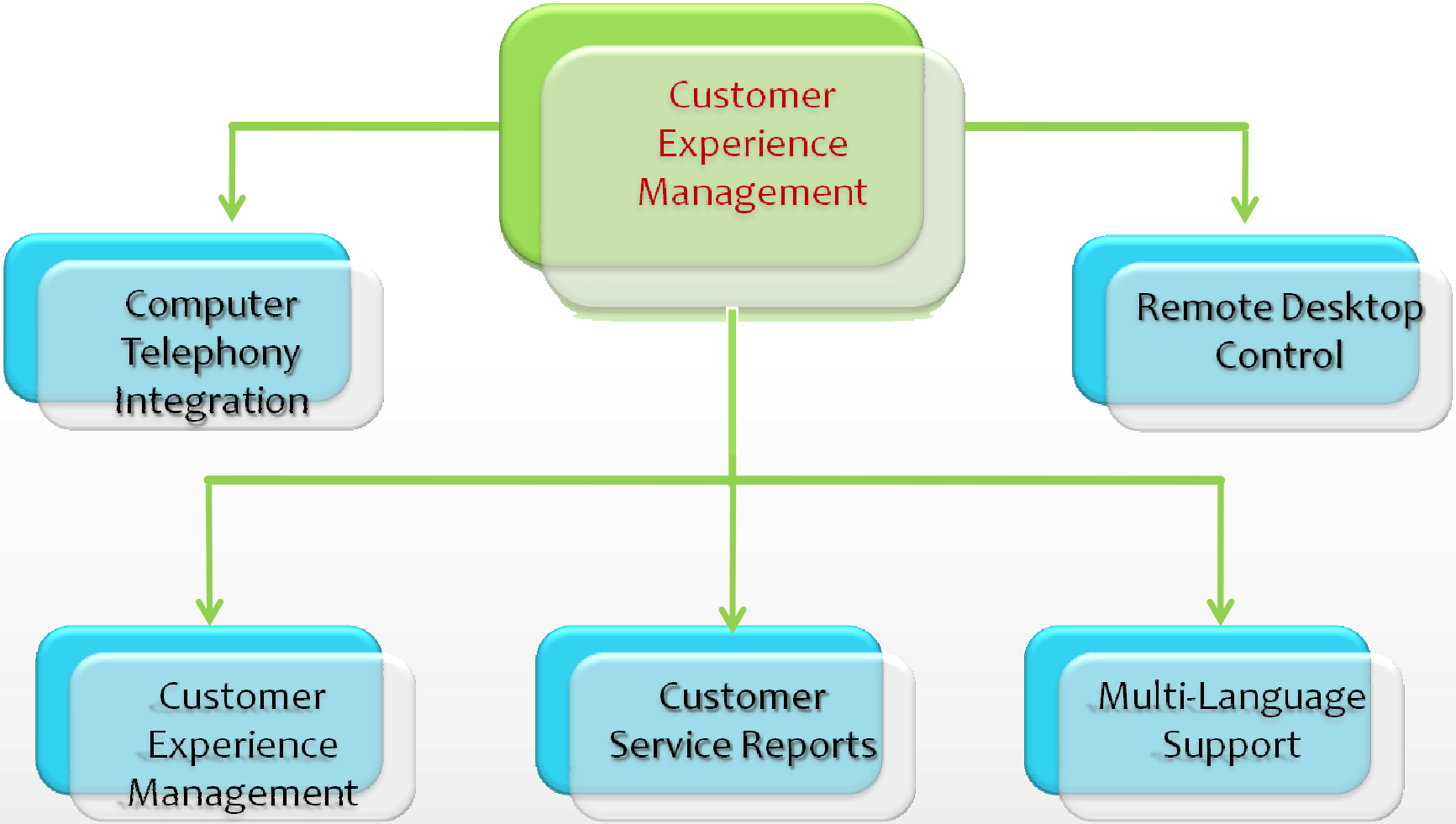
14 Jul 2009, 15 : 05 : 02
Home
Requests
Solutions
Contracts
Accounts
Contacts
Admin
Reports
Support
Add New
Go
Manage Business Units
Business Unit Settings
Global Settings
» Icon View
General
<< Previous
Next >>
Helpdesk Settings
Account Settings
Contract Settings
Support Services
Support Plan
Service Level Agreements
Operational hours
Holidays
User and Related Settings
User Survey Settings
Contract Settings - Service Level A
Manage your SLAs
All SLA based mail escalations : ENABLED
Disable Escalation
SLA List
Organize SLA
Add New SLA
SLA Name
Resolution Time
Support Plan
SLA For High Priority
0Days 1Hrs 0Mins
Default Support Plan
SLA For Normal Priority
0Days 2Hrs 0Mins
Default Support Plan
SLA For Low Priority
0Days 4Hrs 0Mins
Default Support Plan
Help card
Close [X]
Service Level Aggrement
can define SLAs, which will set the rules for attending the support requests generated from particular requesters / departments. To add a new SLA, click
SLA link on the right hand side corner of the SLA List table.
SLA
rm has three blocks of information, namely SLA Details, SLA Rules, and Escalations.
the SLA details block. Specify the SLA Name in the given text field. This uniquely identifies the SLA.
rief description about the SLA in the Description field.
In the SLA Rules block you can define the rules and set matching criteria based on which the incoming support requests can said to be governed by the SLA and hence the due by time of the request calculated based on the SLA terms.
You can choose to match all the criteria set or match any of them by selecting the corresponding radio button.
From the Criteria combo box select the specific criteria, and click Choose button to select the specific values. Click Add to Rules button to add the rules to the Rules Set.
Now enter the resolution time in terms of days, hours, and minutes.
If you wish to resolve the request irrespective of the operational hours then the select the corresponding check box.
In the Escalation block, you can set up to 4 levels of escalations. To enable the levels of escalation,
Click the corresponding escalation level check box.
Click Choose button to choose the Support Rep to whom the SLA violation should be escalated.
You can also choose to escalate before the violation or after the violation.
If you wish to escalate the SLA violation ahead to the support rep then click Escalate Before option .
If you wish to escalate after the violation click Escalate After option.
Define and Modify SLA Rules
start
AdventNet ManageE...
AdventNet ManageE...
3:05 PM

# Customer Billing

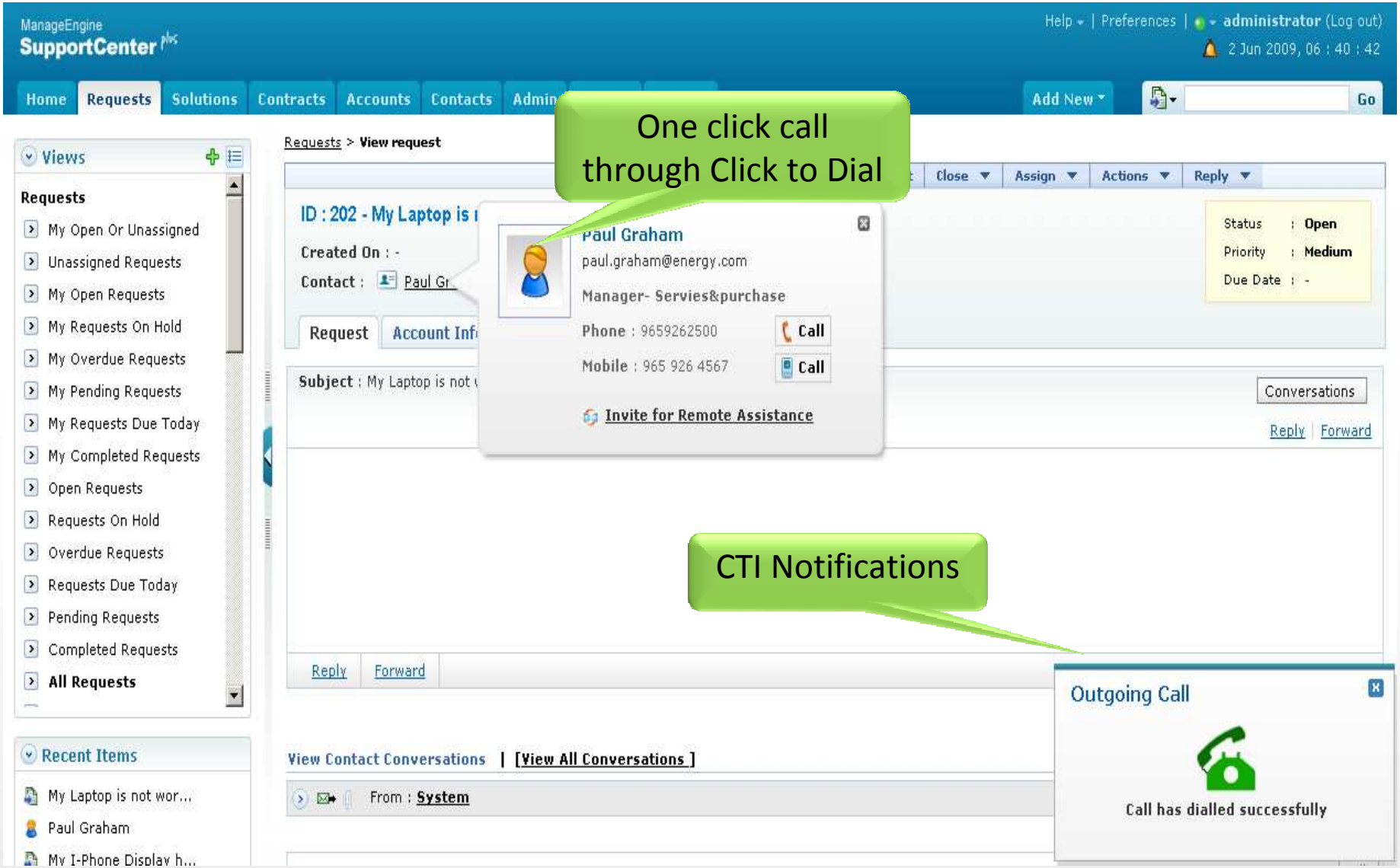
- Bill your customers based on the total hours spent on the customer or need based depending on the service contracts.
- Create reports for your customer billing whenever needed.


ManageEngine
SupportCenter plus
Sales
Help | Change password | demomanager (Log out)
minders | 11 Sep 2009 16:50
Home
Requests
Solutions
Go
Views
Requests
My Open Or Unassigned
Unassigned Requests
My Open Requests
My Requests On Hold
My Overdue Requests
My Pending Requests
My Requests Due Today
My Completed Requests
Open Requests
Requests On Hold
Overdue Requests
Requests Due Today
Pending Requests
Completed Requests
All Requests
Recent Items
My warranty has expi...
Problemas con la imp...
AdventNet ManageEngine SupportCenter Plus - Google Chrome
Google
http://demo.supportcenterplus.com/RequestCharges.do?technicianID=302&workOrderID=77&executedTime=-1
Add Time Entry
Subject : My warranty has expired
Support Rep *
Customer Service Man
Time Entry Type
--Select Type--
Add New Type
Executed Time *
11 Sep 2009, 04:20:25
Time Taken To Resolve
0
Hours
0
Support Rep's Cost per hour ($)
0.00
Additional Cost ($)
0.00
Total Cost ($)
0.00
Description
Save
Cancel
Bill based on Issue or Time
Reply
: Open
: Medium
: Sep 11, 2009 10:00 AM
Add Time Entry
Spent
Charges ($)


Customer Experience Management
Computer Telephony Integration
Remote Desktop Control
Customer Experience Management
Customer Service Reports
Multi-Language Support

# Computer Telephony Integration

- Computer Telephony integration with Asterisk PBX.
- Improve service quality by routing calls to expert queues
- Become instantly efficient and productive by saving time and effort instead replying to mails
- Avail, screen pop-ups and one-click call (Click to Dial) competence from the customer record and rationalize all support efforts.


ManageEngine
SupportCenter Plus
Help | Preferences | administrator (Log out)
2 Jun 2009, 06 : 40 : 42
Home
Requests
Solutions
Contracts
Accounts
Contacts
Admin
Add New
Go
Views
Requests
My Open Or Unassigned
Unassigned Requests
My Open Requests
My Requests On Hold
My Overdue Requests
My Pending Requests
My Requests Due Today
My Completed Requests
Open Requests
Requests On Hold
Overdue Requests
Requests Due Today
Pending Requests
Completed Requests
All Requests
Recent Items
My Laptop is not wor...
Paul Graham
My I-Phone Display h...
Requests > View request
Close
Assign
Actions
Reply
ID : 202 - My Laptop is
Created On : -
Contact : Paul Gr
Request
Account Inf
Status : Open
Priority : Medium
Due Date : -
Paul Graham
paul.graham@energy.com
Manager- Servies&purchase
Phone : 9659262500
Call
Mobile : 965 926 4567
Call
Invite for Remote Assistance
One click call through Click to Dial
Subject : My Laptop is not
Conversations
Reply
Forward
CTI Notifications
Reply
Forward
View Contact Conversations | [View All Conversations ]
From : System
Outgoing Call
Call has dialled successfully

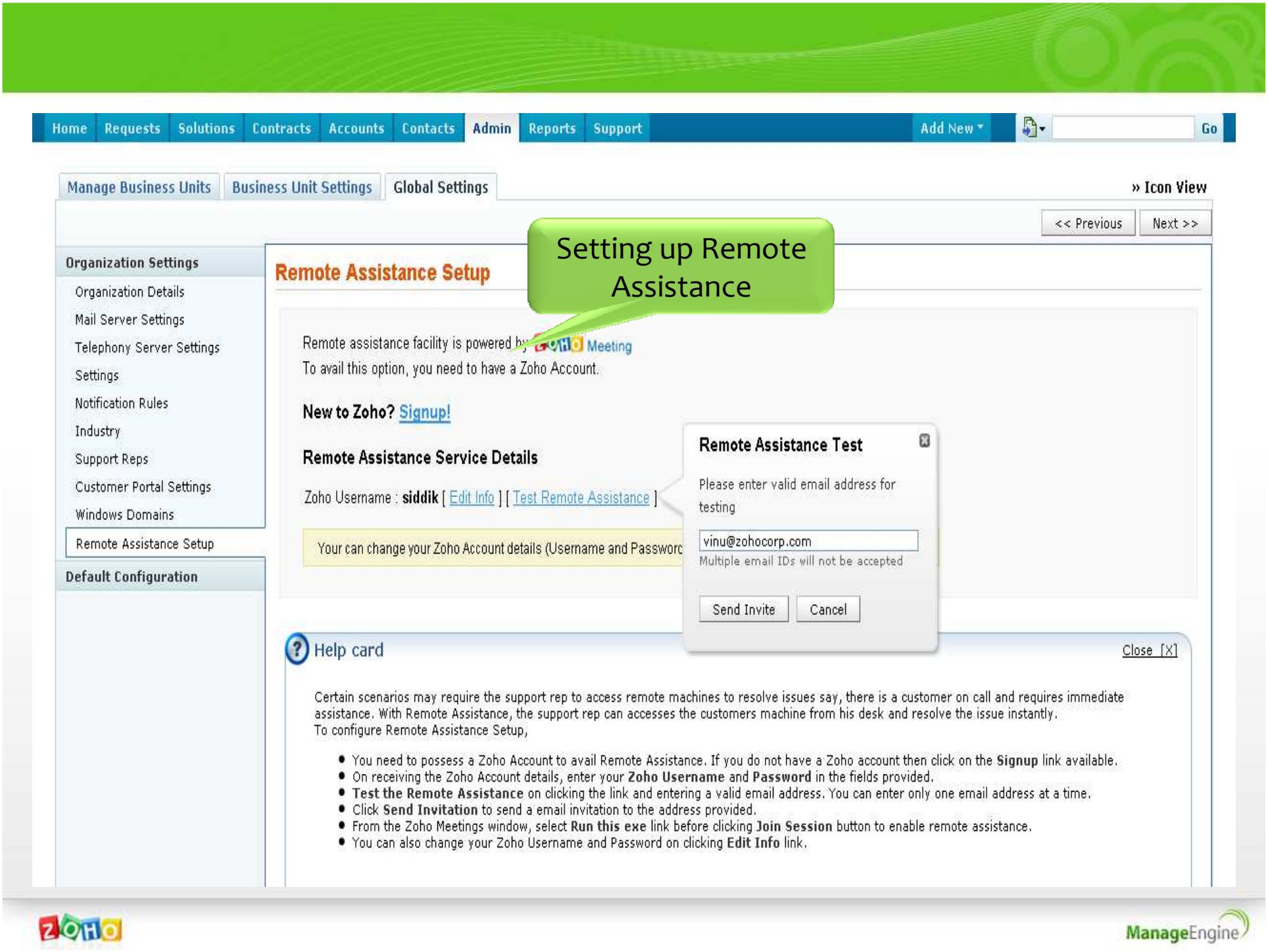
# Remote Desktop Control

- Create a meeting with your client in no time as the Zoho Meeting is integrated with SupportCenter Plus

- Share your desktop

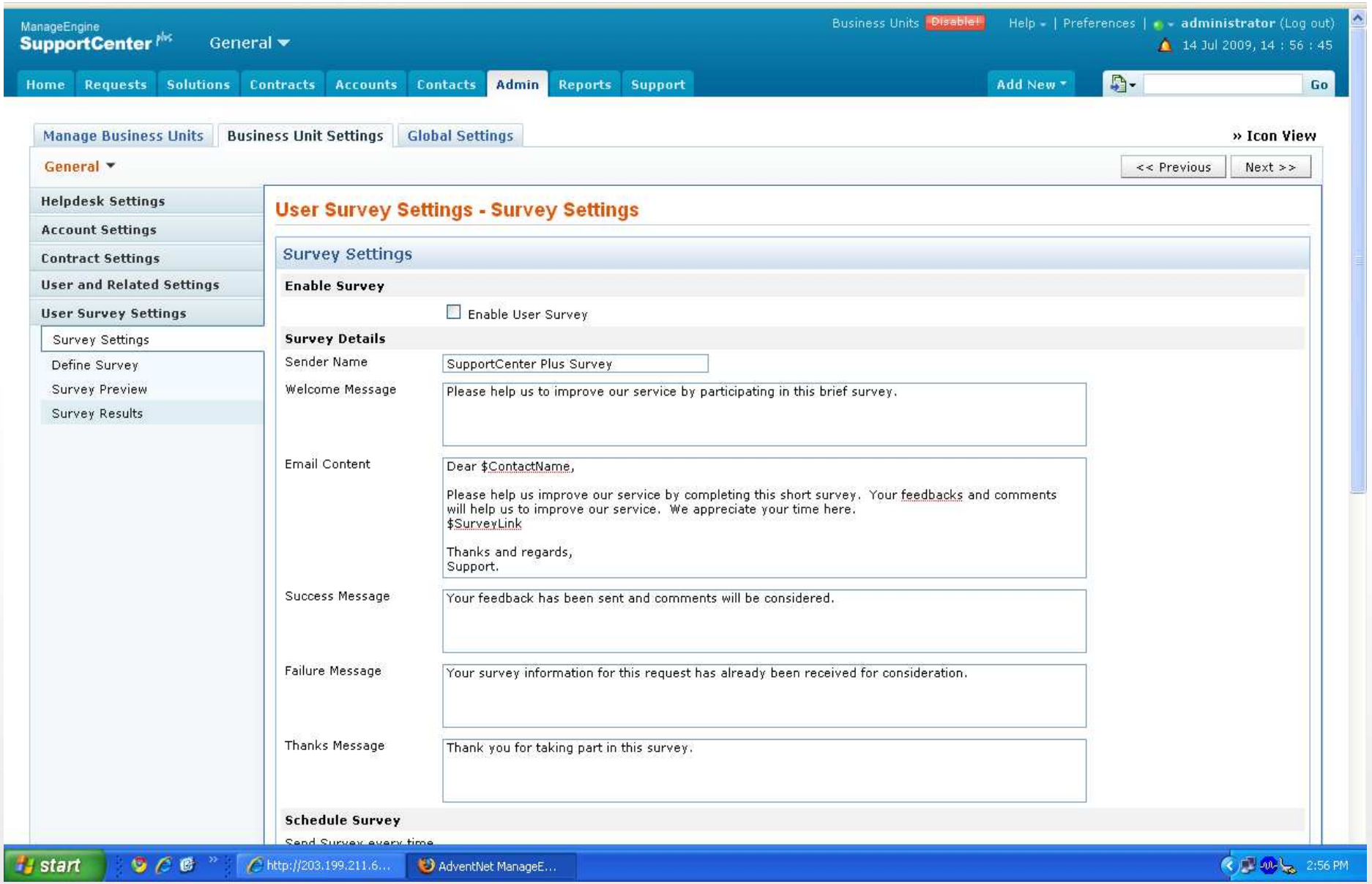
- View remote desktop

- Trouble shoot client systems remotely


Home
Requests
Solutions
Contracts
Accounts
Contacts
Admin
Reports
Support
Add New
Go
Manage Business Units
Business Unit Settings
Global Settings
» Icon View
<< Previous
Next >>
Setting up Remote Assistance
Organization Settings
Organization Details
Mail Server Settings
Telephony Server Settings
Settings
Notification Rules
Industry
Support Reps
Customer Portal Settings
Windows Domains
Remote Assistance Setup
Default Configuration
Remote Assistance Setup
Remote assistance facility is powered by Meeting
To avail this option, you need to have a Zoho Account.
New to Zoho? Signup!
Remote Assistance Service Details
Zoho Username : siddik [ Edit Info ] [ Test Remote Assistance ]
Your can change your Zoho Account details (Username and Passworc
Remote Assistance Test
Please enter valid email address for testing
vinu@zohocorp.com
Multiple email IDs will not be accepted
Send Invite
Cancel
Help card
Close [X]
Certain scenarios may require the support rep to access remote machines to resolve issues say, there is a customer on call and requires immediate assistance. With Remote Assistance, the support rep can accesses the customers machine from his desk and resolve the issue instantly.
To configure Remote Assistance Setup,
You need to possess a Zoho Account to avail Remote Assistance. If you do not have a Zoho account then click on the Signup link available.
On receiving the Zoho Account details, enter your Zoho Username and Password in the fields provided.
Test the Remote Assistance on clicking the link and entering a valid email address. You can enter only one email address at a time.
Click Send Invitation to send a email invitation to the address provided.
From the Zoho Meetings window, select Run this exe link before clicking Join Session button to enable remote assistance.
You can also change your Zoho Username and Password on clicking Edit Info link.

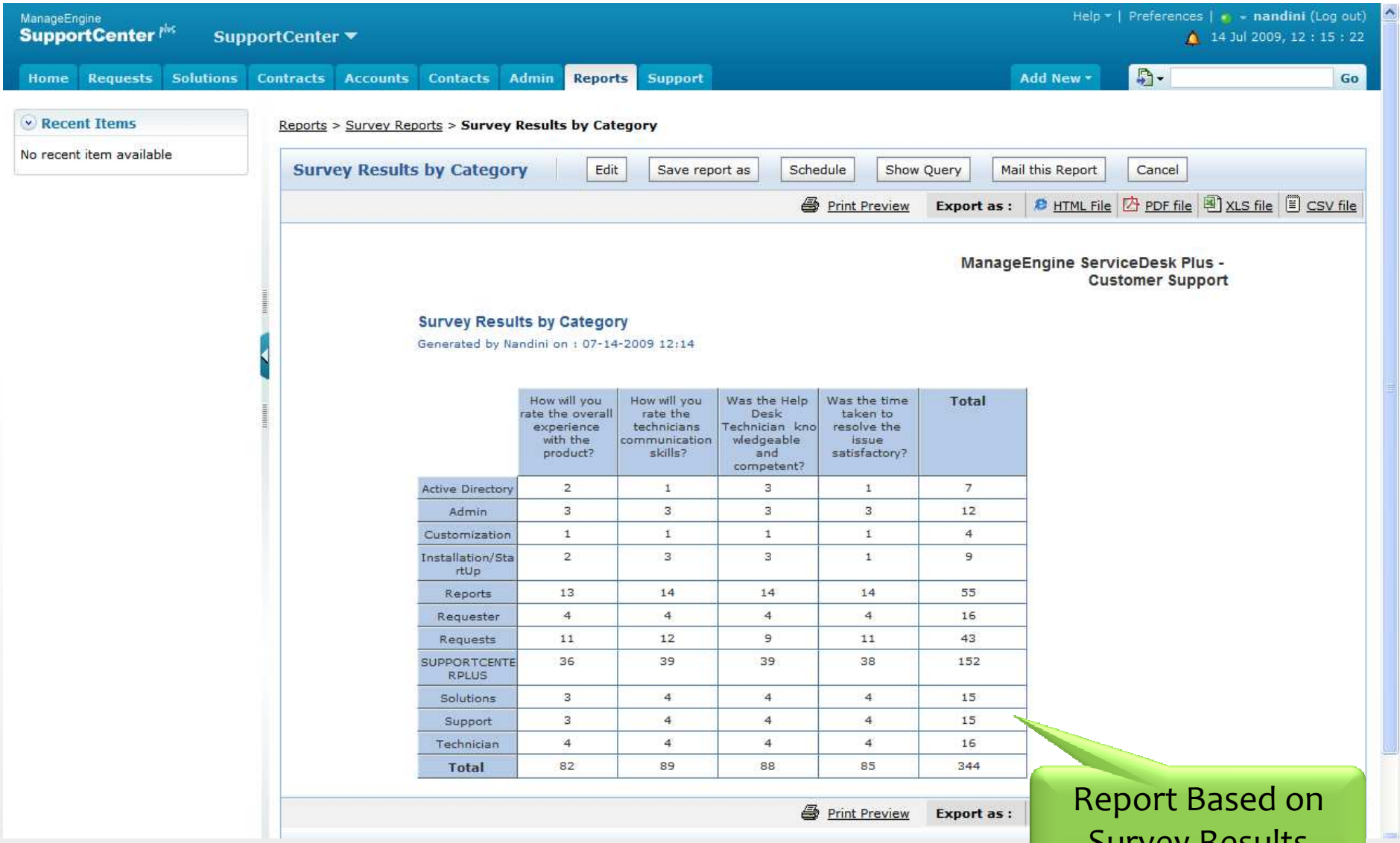
# Customer Experience Management

- Create and conduct customer satisfaction surveys and avail reports of the same.
- Each support request can be escalated to the next level when it is not resolved.
- Cases can be automatically routed to support executives immediately in order to get immediate responses
- End users can be informed about their requests and follow ups can be made to enrich customer experience.


ManageEngine
SupportCenter Plus
General
Business Units Disable!
Help | Preferences | administrator (Log out)
14 Jul 2009, 14 : 56 : 45
Home
Requests
Solutions
Contracts
Accounts
Contacts
Admin
Reports
Support
Add New
Go
Manage Business Units
Business Unit Settings
Global Settings
» Icon View
General
<< Previous
Next >>
Helpdesk Settings
Account Settings
Contract Settings
User and Related Settings
User Survey Settings
Survey Settings
Define Survey
Survey Preview
Survey Results
User Survey Settings - Survey Settings
Survey Settings
Enable Survey
Enable User Survey
Survey Details
Sender Name
SupportCenter Plus Survey
Welcome Message
Please help us to improve our service by participating in this brief survey.
Email Content
Dear $ContactName,
Please help us improve our service by completing this short survey. Your feedbacks and comments will help us to improve our service. We appreciate your time here.
$SurveyLink
Thanks and regards,
Support.
Success Message
Your feedback has been sent and comments will be considered.
Failure Message
Your survey information for this request has already been received for consideration.
Thanks Message
Thank you for taking part in this survey.
Schedule Survey
Send Survey every time
start
http://203.199.211.6...
AdventNet ManageE...
2:56 PM

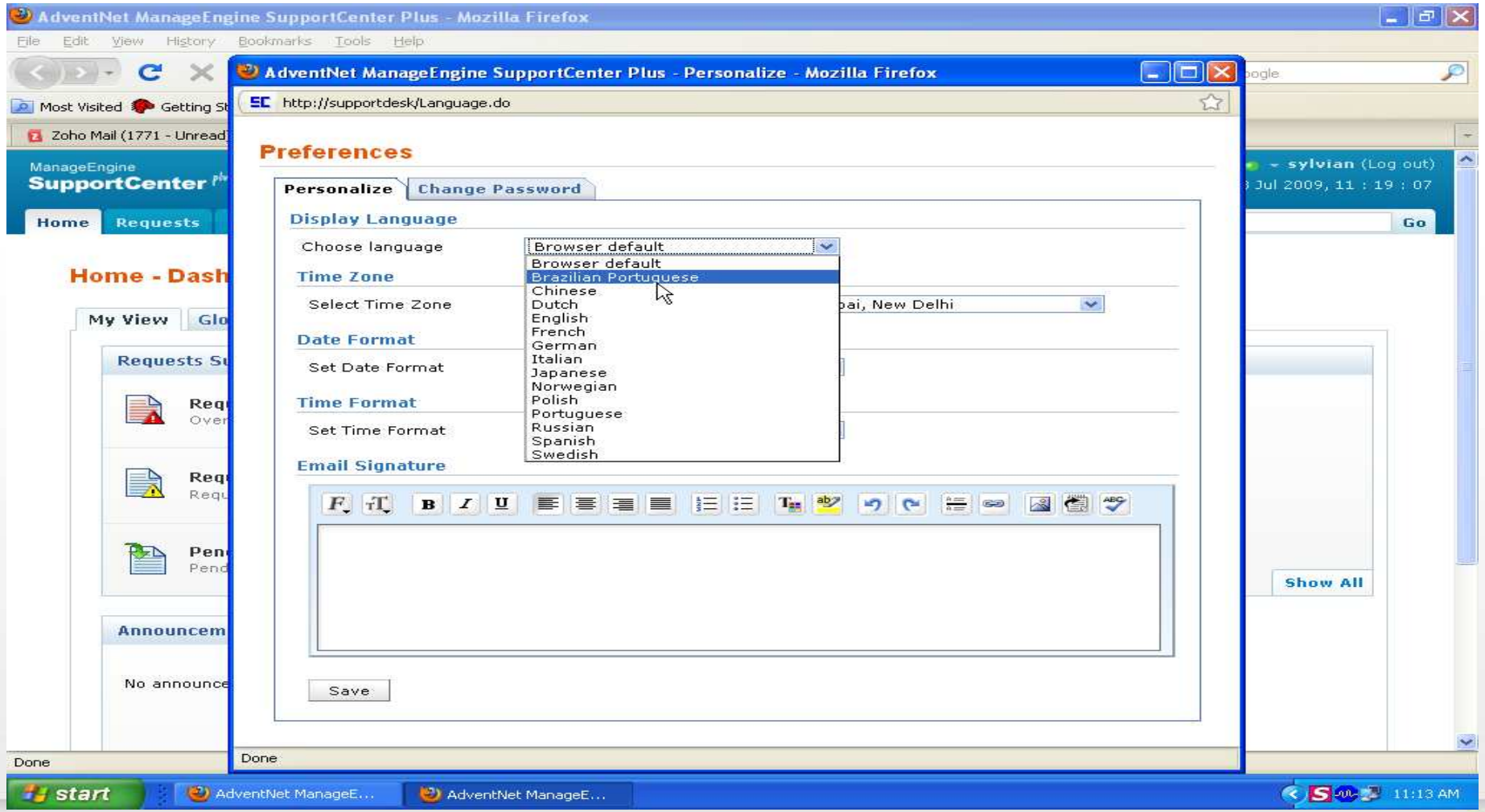
# Customer Service Reports

- Customer service reports can be made in order to get an overview of the request management.
- Reports can be made based on accounts, contacts, products, requests.
- More than 50 pre-defined reports are available. Custom reports can be made and can be scheduled for delivery to configured users.
- Reports can be exported in all the common formats like xls,pdf,csv and html etc.,


ManageEngine
SupportCenter plus
SupportCenter
Help | Preferences | nandini (Log out)
14 Jul 2009, 12 : 15 : 22
Home
Requests
Solutions
Contracts
Accounts
Contacts
Admin
Reports
Support
Add New
Go
Recent Items
No recent item available
Reports > Survey Reports > Survey Results by Category
Survey Results by Category
Edit
Save report as
Schedule
Show Query
Mail this Report
Cancel
Print Preview
Export as :
HTML File
PDF file
XLS file
CSV file
ManageEngine ServiceDesk Plus -
Customer Support
Survey Results by Category
Generated by Nandini on : 07-14-2009 12:14
How will you rate the overall experience with the product?
How will you rate the technicians communication skills?
Was the Help Desk Technician knowledgeable and competent?
Was the time taken to resolve the issue satisfactory?
Total
Active Directory 2 1 3 1 7
Admin 3 3 3 3 12
Customization 1 1 1 1 4
Installation/StartUp 2 3 3 1 9
Reports 13 14 14 14 55
Requester 4 4 4 4 16
Requests 11 12 9 11 43
SUPPORTCENTERPLUS 36 39 39 38 152
Solutions 3 4 4 4 15
Support 3 4 4 4 15
Technician 4 4 4 4 16
Total 82 89 88 85 344
Print Preview
Export as :
Report Based on Survey Results

# Multi-Language Support

- SupportCenter Plus speaks 12 languages and can be customized to support non-english users.



# The SCP Advantage

Hassle free Installation

High-end Automation

ManageEngine® SupportCenter plus

Active Support

Interaction-Centric Enhances user interaction

Extremely Cost Efficient

Complete Customer Support Solution

# Pricing & Editions

## Standard Edition

- ❖ Email Response Management
- ❖ Account & Contact Management
- ❖ Knowledge Management
- ❖ SLA Management
- ❖ Business Rules
- ❖ Reports

Starts at $495 / 2 Techs

## Professional Edition

Standard Edition +

- ❖ Customer Self-Service Portal
- ❖ Business Units
- ❖ Contracts Mgmt.
- ❖ Active Directory
- ❖ Scheduled CSV Synch
- ❖ Surveys

Starts at $995 / 2 Techs With 3 Business Units

## Add - On

- ❖Computer Telephony Integration starts at $245 for 5 Technicians
- ❖ Remote Desktop Control - Zoho Meeting Licenses at $475 for 5 Concurrent Sessions
- ❖ Additional Business Units $995 for 5 Business Units

*Note : All prices are for yearly subscriptions in English Language. Multi-Language and Perpetual Licenses are separate*

# Try Us

- Download and try SupportCenter Plus at www.supportcenterplus.com
- Contact us at eval@manageengine.com for your queries.
- Have a look at our live demonstration at http://demo.supportcenterplus.com