ManageEngine
SupportCenter Plus

### ManageEngine

A division of Zoho Corporation, a bootstrapped, private, and profitable company



**18+ years** of IT management solutions expertise



**180,000+** customers



**2,500+** employees



**90+ products** & free tools for IT management



190+ countries





## The challenges

faced by customer support teams



Improper tracking of customer tickets



Absence of collaboration between agents



Increased communication gaps



Lack of insights into help desk operations



Suboptimal agent productivity



Violations of service-level agreements (SLAs)



Inaccurate time tracking and billing



### The result

A suboptimal support experience for customers & agents alike, resulting in dissatisfied customers and loss of business.





## Some facts about **SupportCenter Plus**

- SupportCenter Plus is web-based customer support software that enables organizations to effectively manage customer tickets, client accounts, and service contracts to facilitate a superior customer experience.
- Used across multiple industries such as hospitality, health care, government organizations, NGOs, computer hardware, and more.
- SupportCenter Plus can handle up to 750 service reps, 50,000 contacts, and 1,000 requests per day.





# Why SupportCenter Plus?



Implement best practices out of the box



A simple and easy-touse interface



Highly customizable to suit business workflows



Comprehensive analytics capability



Integrations with popular thirdparty apps like Jira, Salesforce, and Twitter



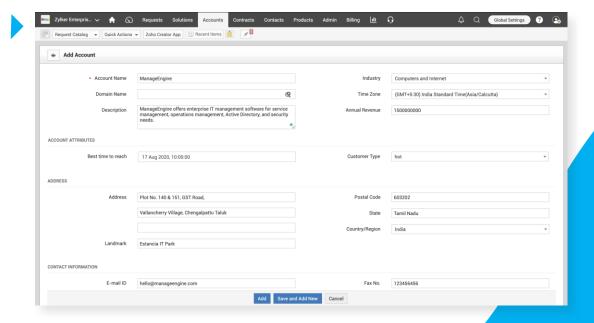
Support for multiple support channels





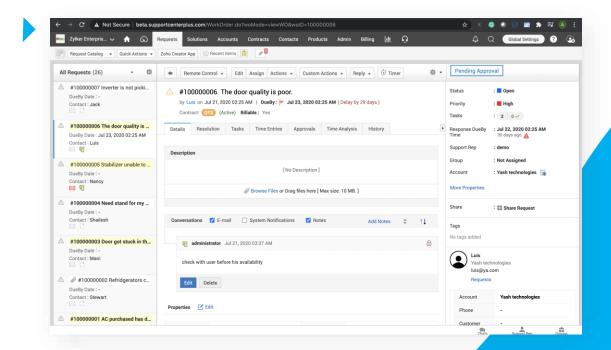
The eight ways SupportCenter Perolutionizes your customer support experience

1 Establish & manage customer relationships with ease



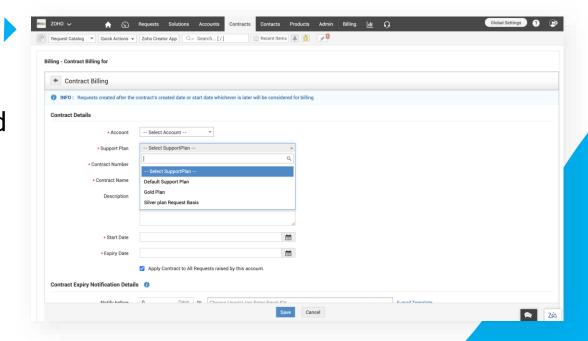


2 Manage customer interactions in one place



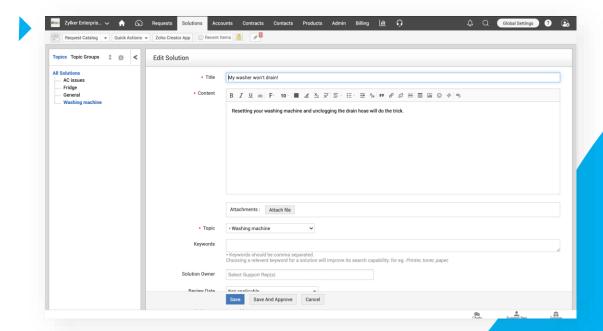


Customize plan type, bill cycle, allowance, and usage for each customer with unique support plans



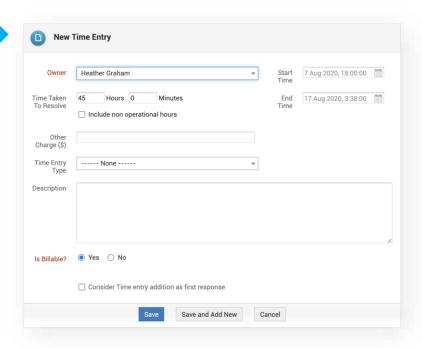


4 Boost productivity by reducing rework



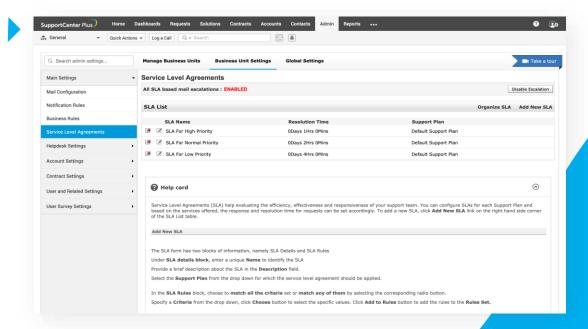


5 Maintain accurate time entries & expenses



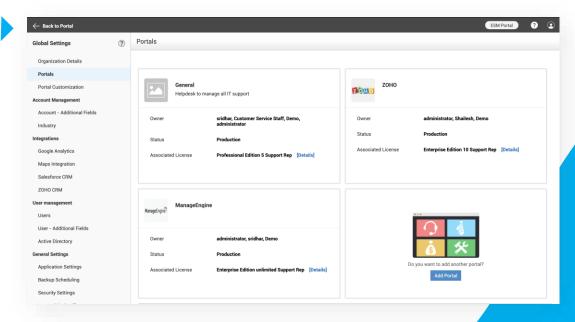


6 Stay
compliant
with service
level
agreements (
SLAs)



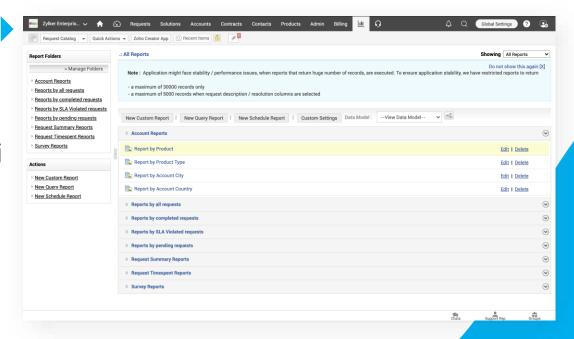


Manage all your business units from a single place





8 Stay on top of all information and stats on your support operations





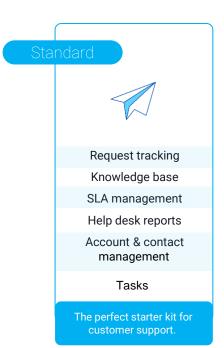


## Top customer support capabilities support

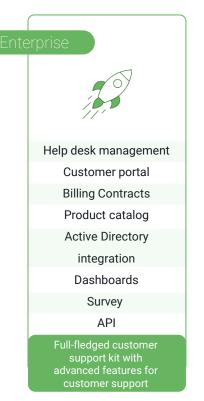
- Request management
- Knowledge management
- SLA management
- Account and contact management
- Time tracking and billing
- Request life cycle management
- Self-service portal
- Live chat
- Reports, dashboards, and KPIs
- Field service management
- Deep integrations



### Editions









#### Supported databases, browsers, & OSs



Windows Server 2012-2016 Windows 7/8/10 RHEL 8 and above Ubuntu 14.0 and above



MSSQL 2017, 2016, 2014 MSSQL 2012, 2010, 2008 PostgreSQL



Internet Explorer: IE11, IE Edge Firefox Google Chrome



24x5 support via email, phone, forum, and live remote sessions for all our paid customers.



#### Customers











































## "As a web-based CRM solution, it doesn't get any easier."

The ability to track and manage customer emails as tickets makes it that much easier to manage your calls. The reports we can pull based on technician, user, or problem is phenomenal.

IT infrastructure manager | 201-500 employees | Used the software for: Less than 6 months







#### "Lots of features."

This is a super loaded solution for companies of any size. Self-service portal, knowledge base, KPI's, reports, and dashboards. Easy to implement.

IT consultant | Used the software for: 6-12 months





## How **SupportCenter Plus**

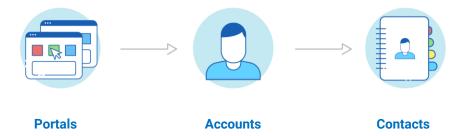
helps you implement best practice customer support operations.



## **Account** Management



#### Account management structure





## Best practice account management with SupportCenter Plus



Provide personalized services

Self-service portal



Boost the service desk team's productivity with process automations

Business rules | SLAs

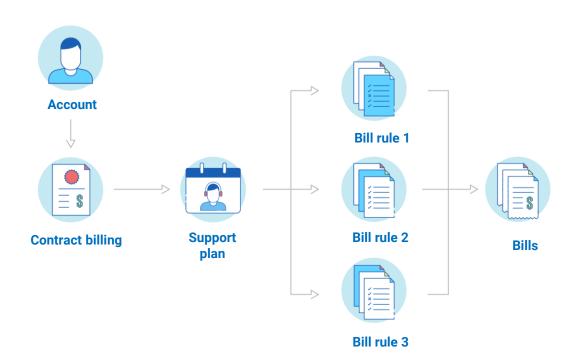




## Billing & contracts Management



#### **Billing workflow**





#### Best practice billing with SupportCenter Plus



Flexibly bill different customers based on the services delivered

Bill rules



Build personalized se rvice plans for your a ccounts

Create pre-paid and postpaid support plans | Bill cycles/period | Base charges



Provide hasslefree, accurate billing

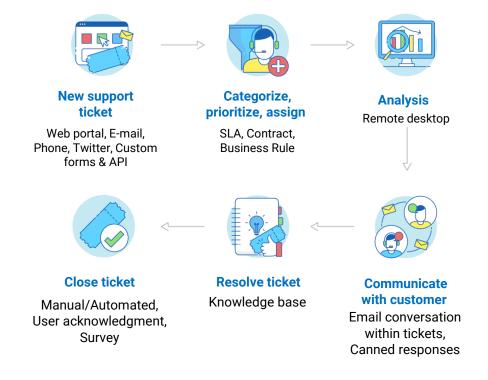
Time entries | Contract billing





# Ticket life cycle Management

## Ticket lifecycle workflow





## Best practice ticket lifecycle management with SupportCenter Plus



### Provide multiple channels for reporting issues

Multiple modes of ticket creation via email, phone, selfservice portal, custom forms, and API



## Collect comprehensive information on the issue during ticket logging

Customizable request templates



Perform automated categorization, prioritization, and assignment

**Business rules** 

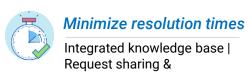


Move to a shift-left model for L1 tickets

Self-service portal | Knowledge base



## Best practice ticket lifecycle management with SupportCenter Plus



collaboration



Communicate promptly to customers about ticket progress

Notification rules | Canned responses | Notes



User surveys





### Knowledge Management

#### Knowledge management workflow



Create new KB articles

Text, Images, Attachments Organise under topics

Keywords for better visibility

Submit for approval

Publish in selfservice portal

Restrict to support reps or Publish to customers | Allow ratings/comment by customers

## Best practice knowledge management with SupportCenter Plus



Organize and structure the knowledge base

Topics and subtopics | Keyword search



Have a review and approval process in place

Solution review and approvals | Solution expiration



Ensure transparency with authorship and version information

Solution owner | History



Define access permissions

Support rep roles



Add solutions to the knowledge base from tickets

Convert resolutions into knowledge base articles





# Self-service Portal

### Self-service portal workflow



Customize the layout of the portal, authorize new users to access the portal with approval. Suggest KB articles when a request is being logged | Offer various customized forms for ease of ticket creation

### Self-service portal best practices in SupportCenter Plus



### Offer a personalized user experience

Customize the layout of the portal for customers | Automate routine tasks including password resets



Preempt ticket creation by providing access to the knowledge base (KB)

Role-based user access | User groups



## Step up transparency with customers

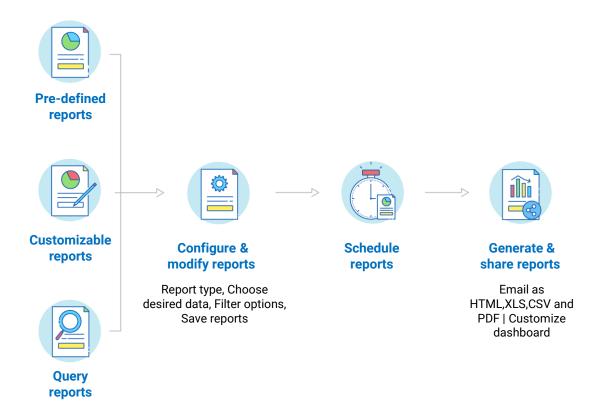
Share specific reports with customers in their portal | Export reports as PDF, HTML, CSV, XLS, and more.





# **Reporting in**SupportCenter Plus

### Reporting in SupportCenter Plus



#### **Best practice reporting in SupportCenter Plus**



## Keep tabs on essential help desk metrics

Out-of-the-box reports | Custom dashboard widgets | Extract realtime information



#### Keep key stakeholders in the loop

Scheduled reports | Email reports automatically | Export reports as HTML, PDF, XLS, and CSV files



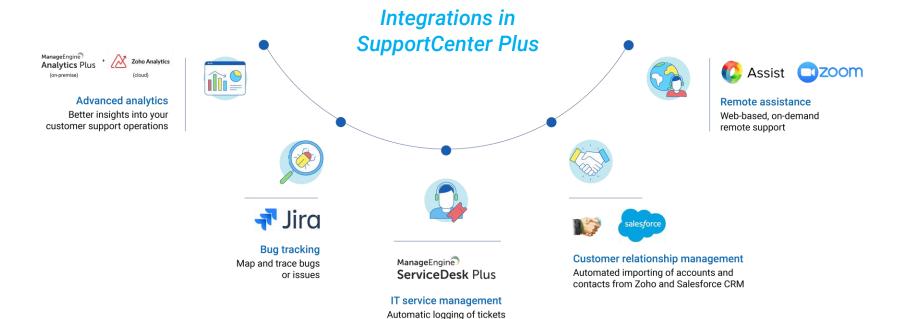
#### Get a bird's-eye view on various business operations

Compartmentalize reports for each portal





Integrations







## Additional capabilities

### Advanced customization capabilities in SupportCenter Plus



#### Create dynamic forms

Configure field and form rules to make your forms dynamic and contextual



### Custom access privileges

Create custom support representative roles



Manage different products and services with ease.

Create and administer business units for different divisions in one place.



### Work in your language of choice

SupportCenter Plus is available in 37 different languages



# Thank You!

WWW.SUPPORTCENTERPLUS.COM

SALES@MANAGEENGINE.COM