



# Problem Management

Quantum's Problem Management module is designed specifically for help desks, support centres and service operations. Quantum is a highly efficient, easy to use tool, which gives you maximum control and visibility of all activities.

Quantum enables you to –

- Improve the efficiency of your helpdesk
- Increase the satisfaction of your customers
- Support an ever increasing range of applications and systems
- Improve the level of service
- Do more with less

Even though Quantum is a powerful, sophisticated system capable of running large, diverse operations, it is also used by smaller helpdesks.

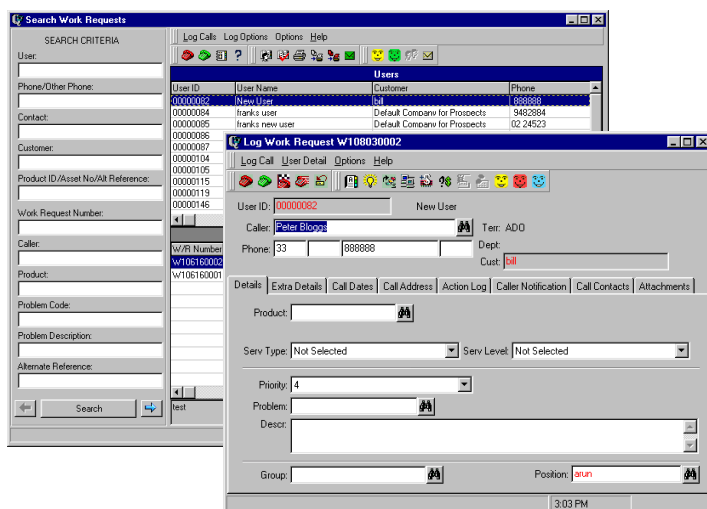
*Designed specifically for help desks, support centres and service operations.*

*Quantum's Problem Management is versatile - you only need to use those features that are important to you*

## Features

### Logging and customer contact

- Quantum caters for either a centralised helpdesk or multiple, distributed centres
- Quick caller lookup with full word search throughout e.g. 'Mary' will find 'Jones, Mary J'
- Sophisticated search capabilities by many criteria including problem description, product, problem type, serial number etc
- Handling of multiple, related problems such as network outages
- Express logging of common call types, with a bare minimum of keystrokes
- Unlimited action notes as well as a complete audit trail - date, time person stamped
- Documents and files can be attached to a call
- Call backs and repeat calls generate an automatic alert
- Shows the caller's configuration as a call is logged
- Asset and configuration tracking is a standard feature
- Pop up alert messages e.g. credit hold customer or known issue
- Access to knowledge tools
- Automatic assignment based on problem type and product.
- Service Level assignment based on Product or Customer.



## Diagnosis and Resolution

- Quantum enables you to increase the skills and fix-rate of first level staff
- Diagnostic scripts provide assistance to the call taker to resolve common types of faults using a 'tree structured' question-response-action flow
- Keywords. Solutions are shown in order of 'most useful'.
- Authorised support staff can add to the knowledge base as they work on and resolve problems
- Quantum has its own Bulletin Board for sharing information
- There can be 'Notes' for specific users, support staff, products etc and these can be viewed as you log a call
- The previous problem history for the caller or product is shown as you log a call

## Allocation

- Calls are automatically allocated to the appropriate group and best available person. This is based on product group, caller location (region or postcode), or can be right down to model and type of call
- You can allocate a call to either a group or to individual support staff
- Calls can automatically be assigned to the 'first available' person.
- Existing workloads are always shown when allocating calls
- External vendors and contractors are catered for
- Where a problem involves more than one person, you can define a notification list to keep them all informed of progress
- Quantum provides for product managers and client coordinators

## Visibility and control

- 'Control centre' dynamic call displays, by
  - region, group, person and status
  - branch and caller
- Calls which have missed their response time or other escalation points are highlighted accordingly
- Calls can be shown by age, priority, status or SLA commitment
- All call allocation, assignment and escalation generates automatic messages (via mail, pager/mobile phone, FAX, or printer)
- You can send a 'please action this' message directly from the open call list

## Service performance

- Service levels define response and fix times, hours and days of coverage. Public holidays are catered for
- Service levels can vary depending on the time of day
- SLA's can be set up for customers and regions, specific users, products and systems
- Open calls can be listed by the latest time they must be responded to - missed response and fix time are highlighted
- Quantum manages multiple aspects of service - for example, performance against defined service levels, customer satisfaction, call-backs, repeat calls, misallocated calls

## Customer satisfaction

- Users can log their own calls via e-mail
- Users can automatically receive confirmation, call status updates and resolution details
- The Q-Web module allows call logging, inquiry and updating from a Web browser. You can also search the knowledgebase. This applies both to users and remote support staff
- Quantum supports an automatic 'two step' call closure process e.g. calls can followed up with the caller after they have been resolved. This ensures both the quality of the resolution and that the caller is satisfied
- You can capture customer satisfaction rating and survey, either at call closure or by subsequent sampling. This allows analysis of satisfaction by product line, support area or department

## Problem reduction and cost control

- Analyse common and recurring types of problem
- Identify inefficiencies and support bottlenecks
- Push support information and expertise to the helpdesk front line staff
- Provide users with 'self help' via the Q-Web knowledgebase, and identify training needs
- Understand the cost of support - by department, user and product
- Charge back support costs (based on a fixed cost for various types of call, the time spent or a flat monthly fee). Allocate time and expenses for project work
- Manage productivity through timesheet reporting and performance analysis