



REMEDY®

Web Self Service

Never Underestimate the Power of Self-Help

Your customers are your most important assets. Remedy Web Self Service helps improve customer loyalty by providing personalized, anytime/anywhere access to information and services over the Web.

In today's rapidly changing business landscape, competitive advantage based on product price or uniqueness of service is usually short-lived. However, customer loyalty, achieved by providing superior customer service, is an extremely valuable edge that engenders long-lasting competitive advantage. And, with Remedy Customer Service and Support solutions, you can increase customer satisfaction by embedding your best practices into frontline customer interaction systems, thereby ensuring that you consistently exceed your customers' expectations with every interaction.

Remedy Web Self Service is a key component of Remedy's Customer Service and Support solutions. A companion product to Remedy Customer Support, it is the fastest path to improved customer satisfaction. With Remedy Web Self Service, your customers can find out about relevant product developments, search your knowledge base, log service requests, and initiate other communications with your organization—all through a secure, flexible, and personalized self-service gateway. By providing these services to your customer in a 24x7 format, you can increase customer satisfaction, reduce call center costs, and drive profitability.

Anytime/Anywhere Support

First and foremost, Remedy Web Self Service is a gateway to your customer support organization. It not only lets your customers submit new service requests, but also enables them to view, add to, or modify existing requests. Moreover, in order to provide you with the maximum flexibility needed to meet the service expectations of your customers, Remedy Web Self Service lets you decide if service requests submitted through the Web are treated in the same manner as those entered by your phone agents or whether they are handled through a separate process — allowing you more flexibility in providing customer incentives or meeting service level agreements.

Remedy Web Self Service is fully integrated to Remedy Customer Support upon installation — no additional work is required. And the integration between the two is real time, so customers viewing service updates via the Web are viewing the latest information as entered by your customer service agents. This ensures that gaps created by delayed updates don't create more work for your agents and confusion for your customers.

Lower Call Center Costs with Customer Self-Service Tools

In a competitive business environment, controlling costs is always a priority, leading many organizations to look for ways to hold down expenditures without sacrificing performance. Because Remedy Web Self Service provides tools that allow customers to locate answers to status requests and common questions or problems without agent intervention, it helps to significantly reduce call center inquiry volumes. As a result, your agents focus on resolving complex customer issues, rather than answering a constant flow of simpler questions, resulting in improved customer satisfaction while reducing the total number of agents your organization requires.

Drive Sales Through Improved, Targeted Communications

Did you ever want to target a specific segment of your customer base to share information about a product or event? With the personalization technology included in the Remedy Web Self Service solution, you can build communications strategies to deliver global announcements or directed messages — so your customers only receive information relevant to them. In addition, you can develop product promotions that can be targeted at customers with specific characteristics in order to generate up-sell and cross sell opportunities. This increases the value of your customer base, and improves your bottom line.

The Remedy Customer Service and Support suite includes:

- Remedy Customer Support
- Remedy Web Self Service
- Remedy Quality Management

“By 2003, customers will expect personalized attention. Successful organizations will be able to package goods and services to meet individual customer needs.”

– META Group Inc., 2001

Andy Warzecha,

“Portals and Content – and Management:
From Oxymoron to Strategic Weapon”

Knowledge Search

Remedy Web Self Service provides a complete knowledge search interface, allowing customers to search for known solutions to the problems they are experiencing. Data provided in this function comes from the same knowledge base used by your own agents in Remedy Customer Support, so the information provided to the customer is consistent across any contact channel. The knowledge search function can also be expanded to retrieve information from an existing knowledge base or, using Open Database Connectivity (ODBC), can enable you to securely expose any relevant internal data store to your customer.

Collaboration

Collaborative tools open additional channels of communication that can be leveraged to improve customer service. Remedy Web Self Service is the perfect complement to today's best-of-breed collaboration tools and services, including chat and instant messaging, application and desktop sharing, discussion groups, white boarding, Voice over IP (VoIP), and more.

Management of Purchase Histories

Remedy Web Self Service provides an intuitive interface that makes it simple for customers to manage the information on products or services they have purchased from you. This helps ensure that your records are up-to-date so that you can provide customers with the highest level of support.

Online Surveys

A key ingredient to improving customer satisfaction is the ability to obtain and utilize customer feedback to improve products, product delivery, and product service. Remedy Web Self Service can deploy easy-to-implement surveys through which customers can communicate preferences, provide feedback about product or service quality, and evaluate new product ideas. Surveys can be deployed globally or be targeted to customers based upon a recent action or some specific characteristic. As a result, you can ensure that the information collected is the most relevant to your company.

Click-Stream Analysis

In addition to the information collected through surveys, you can also analyze usage statistics on how customers use your site. This helps you adjust site design to make the customer experience more efficient and productive, thus improving the benefits of your customer self-service channel.

Customer Service and Support Solutions

Remedy Web Self Service is an integral part of the Remedy Customer Service and Support product suite. This suite of products has been designed to improve your customer satisfaction levels by providing unparalleled customer service, while also supporting your financial goals by reducing support costs and increasing sales opportunities. In addition, numerous, product-specific integrations have been built to other Remedy applications, as well as to external applications such as phone switches, interactive voice response systems, consolidated queuing, etc.

Built on the Remedy Action Request System*

Remedy Web Self Service offers extensive out-of-box functionality that enables you to get up and running quickly. In addition, because it is built on Remedy's highly adaptable Action Request System, you can easily implement your own, proven business practices and tailor the system to meet your own unique business needs. As those needs change in today's age of dizzying market evolution, the Action Request System allows you to easily continue to adapt your system to new customer expectations. This makes Remedy Customer Service and Support applications the industry's most adaptable solutions, enabling you to always deliver superior service to your customers.

About Remedy

Remedy is your source for Service Management solutions that meet your needs. Remedy has a successful track record of providing industry-leading Service Management solutions that enable organizations to reduce costs, improve quality of service, and maximize overall operational effectiveness. Remedy automates service-related business processes through a complete suite of best-practice Service Management applications, including IT Service Management and Customer Service and Support solutions. All Remedy products leverage the highly flexible Action Request System, a comprehensive development environment that delivers business process authoring capabilities to meet the unique requirements of organizations today and into the future.

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