GoldMine® Premium Edition
Customer Service and Knowledge Base

Customer Service and Support Centers can considerably improve customer retention by helping maintain consistent and clear communication when customers typically need the most attention, during the service phase of customer interactions. Customer service agents are constantly at the front lines and represent your company and the customer relationships you foster.

Case management functionality in GoldMine® Premium Edition provides customer service agents the ability to capture service requests, filter, and access the details of each case. The Customer Service Center enables your entire service division to pursue, arrange and filter all service requests in order to optimize their work days.

Accessing internal product and service documentation, and customer case history are all much needed functions your service divisions need in order to properly service your clients. GoldMine Premium Editions Knowledge Base Management does just that. Knowledge Base features enable any customer service agent to access your company's internal product and services documentation to get the latest facts and figures to help them solve service requests in real time.

GoldMine Premium Edition users can leverage powerful case management features for immediate customer support. Knowledge Base features allow agents to further analyze and resolve any customer service issue. GoldMine Premium Edition's Customer Service Management features help produce healthier customer relationships and enable all customer facing teams be well prepared for any client request. GoldMine Premium Editions Customer Service Center helps customer service agents manage all case related activities

Customer Service Center

GoldMine Premium Edition Case Management features allow companies to assign, escalate and resolve customer service requests the quickest way possible. GoldMine Service Center functionality enables you to quickly access the problem, route the issue to the
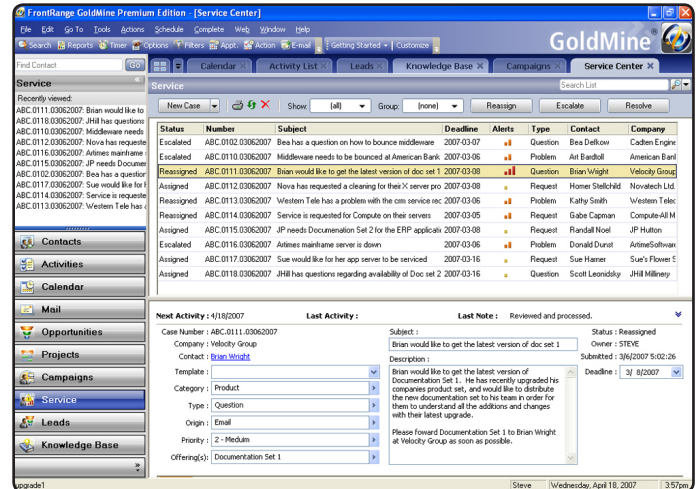
GoldMine Premium Editions Service Center helps customer service agents manage all case related activities

service agent who can best solve the issue, and communicate to the client so they stay informed of the service request progress.

The Customer Service Center allows all users to accept incoming customer service requests from multiple sources, be alerted with upcoming and urgent cases, and drill into the details of any service requests. Individual agents and customer service managers can further filter their daily case activities in order to improve work efficiency and provide optimal customer care.

Customer Service includes:
- Service Center captures any type of customer service request via multiple channels
- Assign case ownership to service agents with the most qualified skills in solving a particular case
- Reassign, escalate and resolve cases with the click of a button
- Individual service agents can filter cases by priority, status and date
- Service team managers can group cases by team members, escalation status, priority and client attributes
- Capture and display case specific details such as case history, service team information, attachments and resolution facts
- Analyze and report case information in real time

GoldMine Premium Edition's Customer Service and Support features help you improve customer retention by providing clear, consistent answers to any customer service request in the most timely manner achievable. Your entire organization can benefit from improved customer case management.

GoldMine Knowledge Base

GoldMine Premium Editions Knowledge Base functionality helps users manage any source of information related to customers or contacts, as well as marketing, sales, and service processes. The Knowledge Base can be accessed by any GoldMine user to assemble corporate information and individual users can maintain their own personal knowledge base as well. GoldMine provides a repository of information which can be categorized, maintained and accessed according to your business rules. GoldMine search mechanisms enable searches via keywords, phrases, topics and file structures so users can find the information they need quickly.

Knowledge Base features help companies distribute information to any division in the company

Knowledge Base Management includes:

- Knowledge Base contains various types of corporate information
- Structure materials via table of contents and import or export materials accordingly
- Link existing files to your Knowledge Base and link content to individual contacts
- Search scopes allows users to refine and improve search criteria
- Access rights can be granted according to corporate best practice rules
- Recently viewed Knowledge Base feature enables GoldMine users to quickly retrieve recently viewed items
- Assign keyword and search topics for quick access to Knowledge Base materials

GoldMines Knowledge Base helps companies maintain, file and access client base information for your sales, service and marketing teams to leverage during any customer interaction. GoldMine Premium Edition's customer service functionality helps corporations be better prepared for any customer ser-

vice related activity, and powerful Knowledge Base features of GoldMine helps users further analyze and resolve any customer related issues. Your entire sales, marketing and service teams can benefit from these important GoldMine features.

FrontRange Solutions, a provider of CRM and service management applications for over 16 years, with more than 130,000 customers worldwide – is your source for integrated applications that allow you to drive customer loyalty, increase productivity and sales effectiveness, and build exceptional relationships across your entire value chain.

Integration with additional GoldMine Premium Edition functionality:

Customer Service and Support is just one aspect of the GoldMine Premium Edition solution. Other functionality includes:

- Marketing Automation
  - Provides marketing capabilities to target campaigns and gather leads to create new relationships
- Sales Force Automation
  - Allows the sales force to efficiently work on closing deals by providing a complete view into customer interactions
- Relationship and Daily Activity Management
  - Enables any sales, service, or marketing user to maintain customer relationships and day-to-day activities
- Analytics, Reporting and Knowledge Base
  - Provides reporting and analysis functions for users and managers to understand business progress and customer interactions

Call 1.800.443.5457 to speak to a FrontRange representative today, and discover the benefits of GoldMine.
www.goldmine.com

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