

Wendia POB Self Service Portal



The POB Self Service Portal enables your organization to distribute POB functionality to customers and local support groups using your Intranet, Internet or Extranet environments. This process enables end users to access updated information in POB, thereby liberating resources in your support organization and optimizing the workflow.

Strong applications are needed to support your business processes in order to remain competitive, and stay ahead of your competitors in today's rapidly changing business environment. The POB Self Service Portal will help you increase and control your support services. Your customers will appreciate the support quality and the continuous flow of status information you provide them with.

Benefits to Your Organization

Because customers can deal with many problems by themselves, support personnel will receive fewer calls, which in turn will free resources for other purposes. Your organization can provide even better customer support with minimal support resources. The POB Internet applications will always remain in perfect synchronization with the rest of the POB system.

Benefits to the End User

With the self service portal, customers can communicate with POB using an Internet browser, thereby accessing relevant incident information at any time without calling a consultant. They will be able to follow the support process, and update the incident with relevant new information when required.

Call Management

POB enables your customers to work interactively with your support organization. The POB Self Service Portal enables them to:

- Log their own service calls
- Document their service calls and problems (service events)

- Follow up on their own service calls and problems without calling your support organization
- Look up history
- Diagnose incidents and problems by using the POB knowledge base in order to search for related knowledge information
- Search in Frequently Asked Questions (FAQ)

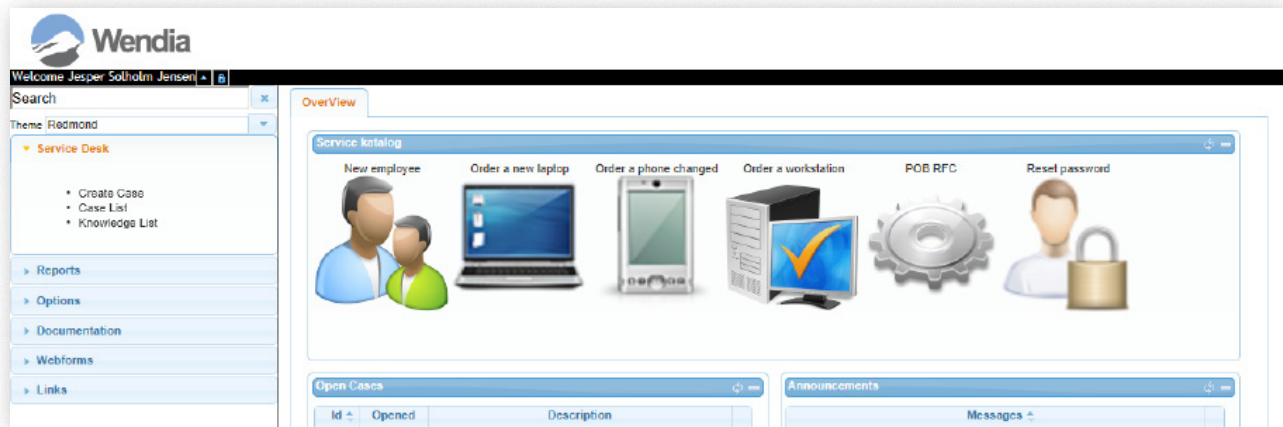
This also provides your customers with the following benefits:

- Incidents and problems can be solved faster
- Your customers can always remain in continuous contact with you - without calling
- Your customers can register their problems (service events) anywhere and at any time

Interaction with POB Service Desk

POB enables its Internet/Intranet applications to interact with the existing POB system. In particular, through these applications, you can access the existing POB data, which is continuously updated by your support organization, and:

- Follow up on your incidents and problems
- Prioritize your incidents and problems
- Close incidents when able to solve the



▲ POB Self Service Portal enables end users to request for services, search for knowledge and report problems

- problem yourself at a later stage
- See the solution documentation without calling the service desk
 - Communicate with your service desk through POB
 - Automatically assign incidents and problems to groups or individuals – according to their relevant skills

Announcements

You can convey important information by an eye-catching message in the POB Self Service Portal to specific target groups, like users or user groups, when they log on.

Customization according to your needs

The POB Self Service Portal will be customized to your specific requirements with graphics to fit your home page and customers.

A Strong POB Architecture

The POB architecture enables safe and efficient access to all existing data and transactions. The web server acts as a gateway between the web browser and the POB database. The Self Service Portal in POB is built with full data integrity. As a result, accessing and updating the POB database can be accomplished more easily.

Secure Traffic

The IIS web server can run the 128/256-bit secured and encrypted SSL protocol. All you need, in most cases, is a SSL certificate to make it work. By installing SSL on the Internet Information Server, you can run POB using HTTPS and SSL.

POB Web Shop

POB's Self Service Portal also includes web shop functionality that is available as an add-on to the portal. In the POB Web Shop users are able to order both items and services via access to the item catalog and service catalog. The POB Web Shop is role based and therefore only shows the items that the currently logged-on user is entitled to choose between. This makes it easier for the user to find the items he is searching for.

Likewise, your service organization will be relieved of some work, when the users know what they have to choose from, and they themselves can find information about the products. Furthermore, the purchase request raised by the user will be passed on for approval before the service organization is even involved in the delivery.

The work load on your service organization can be further reduced, when using Wendia's full-blown web shop functionality that includes automated purchasing and inventory processes. The full-blown web shop is part of the POB Purchase & Inventory Management module.



Excellence in Service Management

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