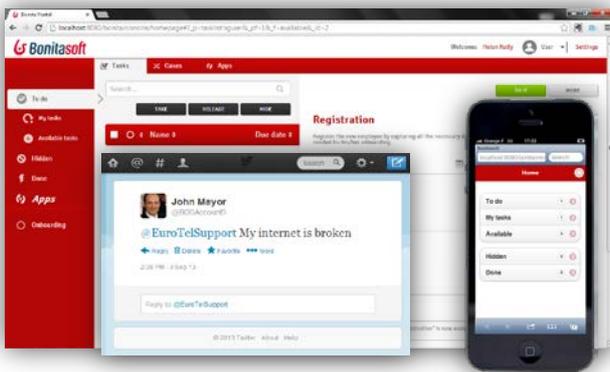




# 360 CUSTOMER SUPPORT PROCESS

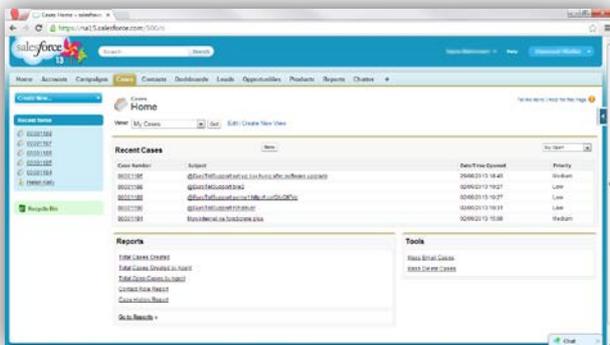
The growing use of mobile services, changing user habits, and the wide variety of information systems in use today all pose a significant impact to your customer support. Your reputation is enhanced, or hurt, by how quickly you can address customer problems.!

## Handle requests from every source



You can manage support cases originated from a mobile form, Bonita Portal or even Twitter, and ensure a constant quality for your customer support.

## Integrate with Salesforce



You want to have your sales people aware of support cases concerning their customers? Bonita BPM integrates with Salesforce to create, update and manage your Salesforce Cases.

## Be efficient.

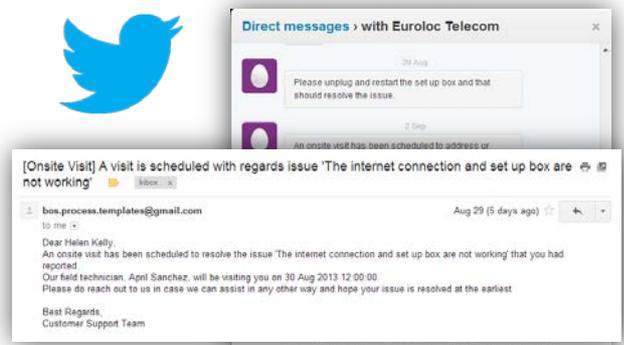
- Don't miss any request, wherever they come from.
- Make sure the right agent manages every request with the appropriate information
- Ensure constant quality by handling every request through a single core process
- Get the most accurate reporting in order to drive your customer support properly

## Monitor and report



Use embedded reports and geo-localization to track your support cases, make sure your SLAs are satisfied and track high case activity regions.

## Use the right channel



Depending on the source of your support case, Bonita BPM will automatically use the appropriate communication channel to notify your customer.

## Process templates – easy to start, easy to extend

A process template is a pre-built, optimized business solution, modeled using BPM best practices to accelerate your project and reduce the time to implement.

- Download it from the Bonitasoft Customer Portal and import it directly into Bonita Studio.
- Start with the template, and customize it to your specific needs. All the source code is provided.
- Access to all process templates comes with Bonita BPM *Efficiency* and *Performance* Subscriptions.

## The 360 customer support process template

A customer support case is initiated:

- By an anonymous user from auto-login web form (mobile or desktop)
- By an agent from Bonita BPM Portal
- Via Twitter

General support agents check the validity of the request, and then manage it.

Valid requests result in a contact and case creation in Salesforce.

If needed, the support case is escalated to advanced support agents, who can also request an onsite visit.

The onsite visit is scheduled, and an entry is added to the field technician calendar.

At each step, the Salesforce case is updated.

Depending on the source of the request, the case resolution information is set via email or Twitter DM.

An advanced reporting feature allows you to view the cases on a map.



## Other process templates



### Employee Leave Management

Approve and manage requests for time off, insure clear communication about absences, and maintain business continuity when employees are away.



### Recruitment & selection

Decrease the time needed to find qualified candidates. Better manage the search, screening, and interview process to fill positions more quickly.



### Onboarding

Bring value to the entire business through HR process automation. Align your onboarding process with the corporate strategy of reducing costs through increased efficiency!

[bonitasoft.com](http://bonitasoft.com)

Bonitasoft is the leading provider of open source business process management (BPM) software. Created in 2009 by the founders of the original Bonita project, Bonitasoft is democratizing the use of BPM in companies of all sizes with an intuitive and powerful solution at an optimum cost.

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