

## News from JBM Logic : July/August 2008 – Newsletter 07

### The Service Management Module: An Essential Tool for Service Quality!

The Service Management Module is targeted to your clients whom will benefit from having twenty four hour accessibility, seven days a week, in order to manage service requests thanks to our self-service site on the Web. This module enables a client to load a service request, retrieve client inquiries or any other type of request, and perform a complete follow-up. As such, it is a tool that builds customer loyalty by improving your service partners' ease of managing daily commercial operations, which will energize their exchanges.

The Service Management Module for all clients' needs:

- Managing service calls and return requests
- Incident resolution and follow-up
- Optimal processing of information and positioning with qualified resources
- Management and coordination of interventions planned beforehand and affected by qualified resources

Modernize your support centre while turning it into a profit-generating centre!!

The Service Management Module from INTEGRA e-business™ is a priceless tool for creating and maintaining long-lasting relationships between your business and its clients. Simple to use, this Module offers functions which emphasize service quality and embeds it into the core of your company's philosophy.

The following is a non-exhaustive list of different applications of the Service Management Module:

- Inbound customer e-mail management
- Emergency and incidents management
- Return Request management
- Resource allocation
- Knowledge base (support information, after-sales service) searchable by keywords

*Why opt for the Service Management Module from INTEGRA e-business™?*

Your clients have questions? Just log a ticket!

This Module allows you to take note of the problem or client interrogation, evaluate its level of priority, consult all necessary resources and plan for the delivery of the determined solution.

*How can you insure accurately solving all customer concerns? By following-up on all tickets with a high degree of precision!*

The ticket number generated by the Service Management Module insures that the ticket is traceable and allows users to verify the actions taken toward solving the problem or complaint logged by one of your clients.

*Who is working on your file? Consult the task list or work order!*

The task list includes the nature of the problem needing to be resolved as well as the assignment of one or more competent resources. The Service Management Module allows for optimal management of activities, especially in regards to communications.

This Module allows each user, according to the work needing to be done, to plan for and fix due-dates as it is equipped with a built-in calendar. Thus, customer service groups can easily determine the precise delivery dates and subsequently communicate them to clients.

*Clients wish to find out the status of a request? Simply grant them access to the Service Management Module database!*

With a username and password, every client can directly access and visualize the status and progress of their tickets, whether logged by themselves or by one of your business representatives. This function optimizes your after-sales service groups' efficiency by reducing service call volumes, as clients can now,

with the click of a button, verify the status of their requests or complaints as well as the designated individual handling the issue, twenty four hours a day, seven days a week. Given that clients may visualize progress and confirm established due-dates online, your company is compelled to deliver on time and thus respect the given due date. Respecting clients' time by delivering solutions on the agreed upon date reinforces the quality of the service provided by your company and strengthens the relationship created.

In short, this module acts as both an internal management tool for your commercial teams and an external management tool for your clients, who can now visualize the progress and status of their requests and complaints.

Internally, this Module enables the creation of a client-knowledge base, as all work done for a particular client is recorded and archived. Furthermore, solutions to specific problems can be consulted and reused for other clients with similar issues. As the Module itself is easy to use, suffice it to enter a keyword, a problem description or a particular ticket number and your employees and technicians have readily available solutions for your clients!

Your clients will certainly value the professionally tailored solutions you provide and your timely response time!

#### **INTEGRA e-business quality: a priority at JBM Logic Inc.**

INTEGRA e-business has a Quality Control (QC) department whose role is to validate and verify that the deliverable solutions meet the requirements of their intended users.

Due to the personalized nature of each project, Quality Control must validate and verify all corrective measures during each of the project's phases. To this end, it works in tight collaboration with the programmer-analysts charged with developing the solution.

The verification process involves insuring that each module's functions meet the expectations of the intended users. These control processes are performed on a regular basis to avoid any anomaly proliferation. In this way, the stability of the applications and software updates is guaranteed. Quality Control's mission at JBM Logic Inc. is to enable easy maintenance and continued development of the INTEGRA e-business™ application.

JM Logic Inc. implements a quality standard procedure aimed at reducing the amount of installations and interventions in the client's workplace. As such, urgent problems are prioritized, subjected to corrective measures and installed immediately in the workplace. For minor urgencies, the required corrective measures are categorized and included in field updates (Patch). Thus, clients can receive these updates in a secured fashion as the application's stability is not affected.

For every update (Patch) you will receive a complete and detailed report pertaining to the content of the new version.

For basic tests, Quality Control is assisted by automated tests available on every INTEGRA e-business™ screen. For this purpose, our technicians use the "Rational Robot" software provided by IBM. For more details on this software, please click the following link:

<http://www-360.ibm.com/software/awdtools/tester/robot/>

The automated tests consist of two principles:

- Acceptance tests: the 'robots' work to validate basic functions such as opening and closing windows, filling in requests (F7, F8), performing searches and inserting, opening and deleting information.
- Implantation tests: performed mostly during an acquisition of INTEGRA e-business™; data is inserted into the main modules which sets the groundwork for more advanced tests of which users can actually take part in.

Moreover, these 'robots' undergo maintenance and updates in accordance with the application's development process in areas such as functions development, the creation of new screens as well as new reports.

In summary, JBM Logic Inc.'s Quality Control has an important part to play in every stage of our INTEGRA e-business solution. Under the supervision of a technician, the 'robots' insure that basic functions do not fault. The individual responsible for quality assurance tests updates and runs regression tests, which further guarantees the INTEGRA e-business™ application's stability and functionality.

#### **Tips and Tricks**

When attempting to save a sale order, the following message may appear: ***"No equivalent ratios for order or category"***. This signifies that you may not have the right measure ratios for products and product categories in regard to the items on the order.

To avoid such an error, simply open the Units of Measure screen in the Inventory module: Inventory/ Units of Measure/ Units of Measure.

This screen should be used during the creation of a new product in order to define, modify or update the units of measure for that particular product. For product categories, equivalent ratios are possible by defining the same units of measure for that type of product.