



Increase Employee Productivity and Satisfaction

Soffront Employee Support enables you to align people, processes, and technology to improve service levels, evaluate the performance of your people and resources, and reduce IT costs. Soffront Employee Support focuses on the crucial element behind every customer interaction - employee.

Integrated Knowledge Management

Soffront Employee Support is tightly integrated with Soffront Knowledge Management. This helps your support team reduce repetitive support tasks and empowers users to find answers by themselves. Allowing employees to resolve their own issues reduces the number of incidents that require assisted service.

Best In Class Employee Portal

Soffront Employee Portal centralizes your Employee's view into key metrics and reports, asset and helpdesk tracking and can include integration of accounting, ERP or other mission critical applications. The Employee portal provides all employees with reliable, 24x7 access for their support needs. It reduces the workload for the support team, improves the helpdesk efficiency, and reduces costs for the Company.

Integrated Asset Management

Manage the portfolio of assets whether they are IT or fixed assets. You can tag the asset; keep track of key information like life expectancy, current value, maintenance dates and warranty/contracts. With the add-on module, Soffront IT Asset Auditing, automatically discover your IT assets in the network and generate configuration information, such as the operating system and the software installed, on each machine.

Complete Incident Management

You can configure Soffront Employee Support for the workflow that keeps problems on track to resolution and keeps employees focused. Support team members can view complete incident details along with employee and system information.

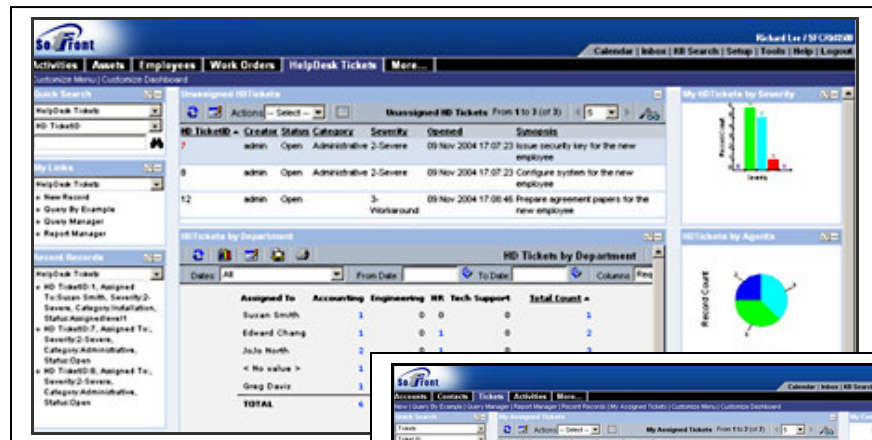
Automatic Escalation & Notification

You can configure rules to escalate issues that stay in the same stage of the resolution process. For example, define a rule to send e-mail to the support manager or re-assign the ticket, if it is a critical issue and has not been resolved in 4 hours. Automatic email notification can also be set to trigger on status changes, field updates, or based upon the movement of issues through workflow stream. When a rep is assigned a new ticket, he receives an automatic e-mail.

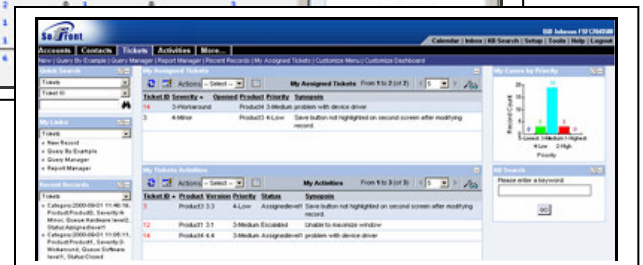
Key Features

- Zero footprint web-client
- Configurable workflow to match your support process
- Automatic assignment of incidents
- Employee and system information along with tickets
- Generate work orders
- Plan activities and tasks
- Calendar view of multiple activities
- Automatic status change notifications
- Automatic surveys to measure customer satisfaction
- Comprehensive reporting and querying (no IT support required)
- Multiple project capability to support multiple support groups
- Multi-level group security and SSL support
- Built to adapt - configure and customize to match the way you work
- Up and running in days
- Enforce business process Rules
- Part of a complete CRM solution

Support managers can easily reassign incidents to other team members or groups to balance the workload and maximize overall team effectiveness.



Helpdesk Manager Dashboard



Helpdesk Technician Dashboard

Keep Employees Informed

Leverage your company's best practices, and deliver the information to the employees who need it the most. Soffront Employee Support enables a consistent use of company policies and procedures. Motivate employees with company press and up-coming events. Provide easy access to submissions of expense reports and the submission of IT support tickets.

Time/Cost tracking

The time and cost tracking function tracks the time spent on resolving support issues and calculates the total cost based on salary or a pre-negotiated rate for invoicing or tracking ROI.

Anytime, Anywhere, Wireless access

With the addition of the Soffront Mobile module, your support force gets up-to-the minute information using a Palm OS, Windows CE or WAP device. Prepare Agents fully during an onsite visit and deliver quick access to critical info during onsite troubleshooting meetings.

Comprehensive Queries & Reports

Soffront Employee Support comes with several pre-configured queries and reports. Create queries and reports easily without help from IT. Render reports in text format or colorful graphics, including trend lines, bar charts and pie charts. Custom graphic reports can even feature immediate detail through clickable drill down.

Flexible Licensing

Soffront offers an end-to-end CRM solution. However, because the Soffront solution is modular, you don't need to deploy the entire solution at once. Select the modules you need today, and activate the rest when you are ready.

The Soffront Advantage

- Over 13 years of product maturity
- Unmatched adaptability
- Deployed in days
- Zero footprint web-client

Employee Support

- Create, track and manage Helpdesk Tickets.
- Standard dashboard configuration, reports and queries for Helpdesk Manager and Helpdesk Agent user roles.
- Workflow Integration with Defect Tracking
- Integrated with Employee Portal (Optional).
- Workflow and process management.
- Notification and Escalation.
- Time Track Module (Optional).
- RMA and work order management (Optional).
- Activity and task management.
- Automated Employee Surveys.

Base features included in all configurations

- Create, configure and manage user groups and users.
- Calendar and Task Management
- Configurable Dashboards.
- Full Email functionality including reusable email templates.
- Standard report writer, with Drill down Graphical and Matrix reports.
- Integrated with MS Word to create, edit, and link documents from templates.
- Data management tools— easily copy, batch update/delete and merge records.
- Ad-hoc and complex querying capabilities including direct SQL queries.
- Data import and export capabilities.
- Integration with Active Directory and LDAP.
- Business Rules & Notifications.
- Escalation Rules for all Modules.
- Linking Rules.
- Sales Rep and Helpdesk Agent Assignment Rules.
- Customize tables, fields, views and pick-lists.
- Define relationships between all tables.
- Create and customize workflows through system.
- Scripting interface and documented API with examples.

Add-Ons

- Integration with Outlook: Calendar, Contacts and Email.
- Mobile and PDA Server
- Offline Client and synchronization Server
- Knowledge Management— Create, edit, manage, publish searchable knowledge database.



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