

# WebCAS™ Customer Assurance System

## On-line Service Call Program

### Share Point is the Vehicle

Phoinix Group has fine-tuned the process of supplying superior customer service. Years of experience have helped produce an exceptional application, Share Point, which is the delivery vehicle for information exchange.

In addition to the economic benefits of outsourcing service, the quality and timeliness of information are improved as well. Phoinix Group is so confident in the quality of our service levels that we allow our actions to be observed on-line in real time through Share Point.

Our system is a highly flexible knowledge base of your customer sites, their equipment, serial numbers, operating system and hardware details. Within Share Point you can maintain, monitor or log a service call, view shipping information and relay tracking details.

Run reports on the fly or schedule them to be delivered routinely. Everything you ever wanted to know about your customers is now being meticulously maintained. Levels of detail you didn't know existed are at your fingertips with Share Point.

### Knowledge is Power

In an increasingly competitive marketplace, superior customer service is a critical differentiator. Many service organizations offer limited information access. However, monthly reports or average response times are no longer enough.

The Phoinix Group captures information concerning the quality of components as well as the quantity and timeliness of the service. A by-product of providing services on your behalf is a knowledge base, which can be supplied in detail or in summary to become part of your database or accessed in real time.

### Information Level Agreement - The Commitment that Adds Value

The Information Level Agreement (ILA) adds value to your contract. As the customer, you have access to current information concerning the status and configuration of the hardware and software to be serviced by The Phoinix Group for each site.

### Information When You Need It!

At The Phoinix Group, we have raised the bar on the quality of information interchange and data delivery we maintain. We recognize that the consistent delivery of customer service and availability of data are critical to business today. In response, we can supply a depth of detail and information flexibility unmatched in the industry.

### Share Point BENEFITS:

- » Superior Customer Service
- » On-line, Real Time Access to Your Data
- » Guaranteed Communication Paths
- » Timely and Comprehensive Reporting
- » Customized Service Levels

Information such as response time and actions taken are recorded in the detailed Share Point system.

Summary	Problem	Action	Parts/Freight	Labor	Billing	Status	Site info	All Calls
<b>Main Account:</b>	007844 (MUSINTERNAL ASSETS)	<b>Call datetime:</b>	04/19/2002 9:54 am					
<b>Customer #:</b>	024762	<b>Calls to date:</b>	21					
<b>Name:</b>	MUS SERVER ROOM (MUS)	<b>Credit status:</b>						
<b>Address 1:</b>	4350 INTERNATIONAL BLVD	<b>Contact #1:</b>	GREG WRIGHT					
<b>Address 2:</b>		<b>Extension:</b>						
<b>City/State/Zip:</b>	NORCROSS GA 30093	<b>E-mail:</b>						
<b>Phone:</b>	(770) 638-6999	<b>Contact #2:</b>						
<b>Fax:</b>	(770) 638-6995	<b>Warehouse:</b>	MU1 MUS-MAIN					
<b>Caller:</b>	GREG WRIGHT	<b>Tech:</b>	GREG WRIGHT					
<b>Call Via:</b>	INTERNAL PO:	<b>Tax:</b>	No GWINNETT (SE)					
<b>Billable:</b>	No	<b>Terms:</b>	NET 30					
		<b>Charge to:</b>	Main Account					
<b>Problem:</b>	04/19/2002, 9:55 am, randall> Call opened as Billable Opened On *System: S015 MUS ASSET # 01285 Item: SC010 MK Contract Type: XXX-NO COV/T&M							
<b>Action:</b>	04/19/2002, 9:55 am, randall> CALL CHANGED TO NON-BILLABLE 04/19/2002, 10:33 am, edc> ITEM # CHANGED ON PARTS SCREEN FROM: WD AC24300L TO: WD AC23200R							

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