



***“The Power of INTELLigent
Customer Contact”***

CRM – Need & Architecture

- To service a call, Intellicom operators had to navigate between various screens within different applications, leading to high call handle time and below average service levels.
- Intellicom conceptualized & offered their IT services to build, maintain and host a unified CRM system, available at multiple client sites as well as Intellicom, linked to a centralized database.
- This centralized database would be fed multiple updates daily from the various other applications that impacted customer interfacing at any level. This application would maintain a history of all calls received from a customer and any transactions carried out with the customer (Order, Repair, and Refund etc.).
- Over a period of 3 months the CRM was created, a beta version tested & the live application launched.
- The centralized database is synchronized (mirrored) with parallel application hosted at Client site in Montreal every 2 minutes automatically.

CRM – Results & Value-add

The CRM helped us achieve the following results:

- Reduced Avg. Handling Time
- Increased Customer Service Levels
- Customer History Maintained
- Extensive reporting capabilities on individual product performances, which helps Client in Product Development & design / production troubleshooting.

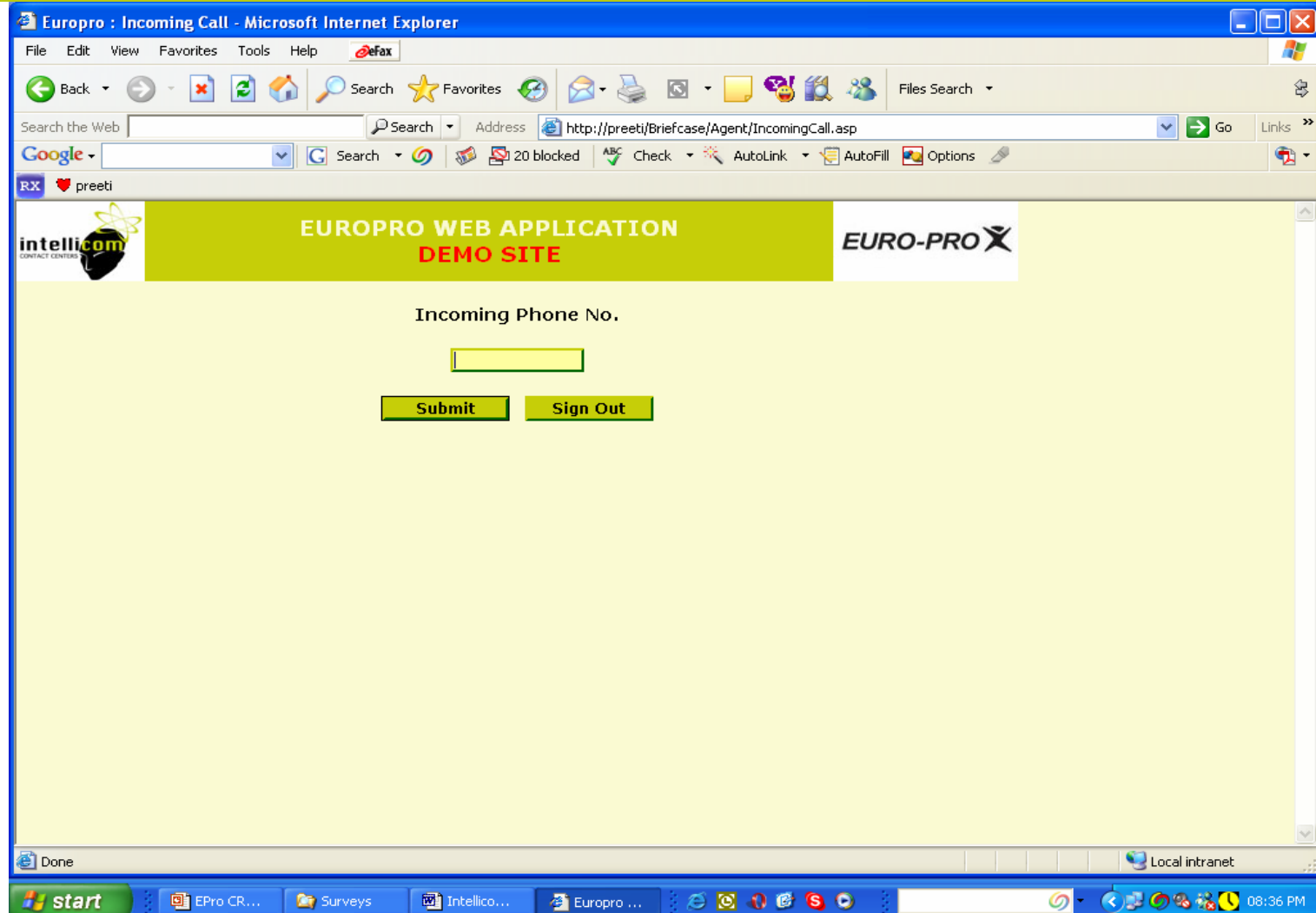
With a recent product upgrade, Intellicom has also built in the functionality of sending automated emails to customers whenever a transaction is completed successfully like orders being shipped. This feature is also used for proactive up sell by sending email reminders about due date of replacing consumable parts.

Contact us for an online demo of this application.

CRM – Some Screens..

Incoming Call Screen

- This screen pops up on the agent desk top with an in-bound call.



Customer Search Screen

- Multiple parameters can be used to search.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Europro Customer Search web application. The browser's address bar shows the URL: `http://preeti/BriefCase/Agent/Lookup/Lookup.asp`. The application header features the Intelli.com logo on the left, the text "EUROPRO WEB APPLICATION DEMO SITE" in the center, and the Euro-Pro logo on the right. Below the header, the "Customer Search" section contains a form with the following fields:

- Account Id :
- First Name :
- Last Name :
- Phone :
- E-Mail :
- Zip :
- City :
- Country :
- State :
- Search Criteria : **And**

At the bottom of the form, there are three buttons: "Search", "Add Customer", and "Call Disposition". The browser's status bar at the bottom shows "Done" and "Local intranet". The Windows taskbar at the very bottom displays the Start button and several open applications, including "EPro CR...", "Surveys", "Intellico...", and "Europro ...". The system clock in the bottom right corner shows "08:32 PM".

Search Results

- All customers matching the data are shown by the search.

EUROPRO WEB APPLICATION
DEMO SITE

EURO-PRO X

Customer Search Results

Account Id	Title	First Name	Last Name	Address Line 1	Address Line 2	Zip	City	State	Country	Primary Phone	Email
I401840	A	A	A	A		12345	Schenectady	NY	U.S.	1111111111	vikas@intellicomcenters.com
I401841	A	A	A	A		12345	Schenectady	NY	U.S.	1111111111	
I401823	Aaaaa	Aaaaaa	Dsff			12345	Schenectady	NY	U.S.	1111111111	
I347342	MR	Nichlos	Adams	1254512214		70050	Empire	LA	U.S.	1111111111	vikas@intellicomcenters.com
I338543	MS	Rahul	Ajmera	Najaf Garh Road	Delhi	12345	Schenectady	NY	U.S.	1111111111	vikas@intellicomcenters.com
I338563		Rahul	Ajmera	fdg	hgshgs	12345	Schenectady	NY	U.S.	1111111111	vikas@intellicomcenters.com
I388994		Chicky	Anderson	11heart Lane		12345	Schenectady	NY	U.S.	1111111111	vikas@intellicomcenters.com
I401818	MR	Abhishek	Bachchan	945 King Street	Apt1	12401	Eddyville	NY	U.S.	1111111111	vikas@intellicomcenters.com
I338573		Amit	Chawla	123 Park Way Ave	Apt305	12345	Schenectady	NY	U.S.	1111111111	vikas@intellicomcenters.com
I347353		Amit	Chawla	123		12345	Schenectady	NY	U.S.	1111111111	vikas@intellicomcenters.com
I347331		Sam	Claudia	2396 Telephone St		20026	Washington	DC	U.S.	1111111111	vikas@intellicomcenters.com
I347332		Sam	Claudia	2365xdgfhjdsj		A0A1A0	Aquaforte	NL	Canada	1111111111	vikas@intellicomcenters.com
I347320		Evalyn	Cooke	2nd N Ave		12345	Schenectady	NY	U.S.	1111111111	vikas@intellicomcenters.com
I367606	MR	Ellyn	Cooney	248 74 Street		11209	Brooklyn	NY	U.S.	1111111111	vikas@intellicomcenters.com
I347333		Willy	Cooper	12344565		10101	New York	NY	U.S.	1111111111	vikas@intellicomcenters.com
I347335		Sam	Cooper	20 Trrrrr	Qewe	12345	Schenectady	NY	U.S.	1111111111	vikas@intellicomcenters.com
I401744	MR	Will	Cooper	23 Downtown St		23456	Virginia Beach	VA	U.S.	1111111111	vikas@intellicomcenters.com

Customer Account Menu

- Main customer menu.

The screenshot shows a web browser window titled "Europro : Customer Account Menu - Microsoft Internet Explorer". The address bar displays "http://preeti/BriefCase/Agent/CustAcctMenu.asp". The page header includes the "intelli.com" logo, the text "EUROPRO WEB APPLICATION DEMO SITE", and the "EURO-PRO" logo. Below the header, a table displays customer information:

Account No. : I338543	Last Name : Ajmera	First Name : Rahul	Phone No. : 1111111111
Customer Menu	Address : Najaf Garh Road, Delhi, 12345, Schenectady, NY, US		

The main content area is titled "Customer Account Menu" and contains a list of nine menu items, each on a yellow button:

1. Update Account Information
2. Transactions
3. Customer Log
4. TroubleShooting
5. Promotions
6. Requests
7. Call Disposition
8. Customer Search Results
9. Customer Search

The Windows taskbar at the bottom shows the Start button, several open applications (EPro CR..., Surveys, Intellico..., Europro ...), and the system tray with the time 08:38 PM.

Transactions List

- This screen shows ALL the transactions that have taken place on a customer's account.

The screenshot displays a Microsoft Internet Explorer browser window titled "Europro : Transactions List - Microsoft Internet Explorer". The address bar shows the URL "http://preeti/BriefCase/Agent/Transactions/Transactions.asp". The page content includes the Intelli.com logo, the text "EUROPRO WEB APPLICATION DEMO SITE", and the EURO-PRO logo. Below this, there is a header section with account information: "Account No. : I401840", "Last Name : A", "First Name : A", and "Phone No. : 111111111". A "Customer Menu" section lists the address: "Address : A, 12345, Schenectady, NY, US". The main content is a "Transaction List" table with columns for Transaction Id, Date, Type, Total Amount, Source Code, and Associated Trans Id. The table contains 15 rows of transaction data. At the bottom of the page, there are five buttons: "View Details", "Add Order", "Add Repair", "Add Express Repl.", and "Call Disposition". The Windows taskbar at the bottom shows the Start button, several open applications (EPro CR..., Surveys, Intellico..., Europro ...), and the system tray with the time 08:32 PM.

	Transaction Id	Date	Type	Total Amount	Source Code	Associated Trans Id
<input type="radio"/>	T869960	11/23/2005	Order	\$239.96	INTELL	
<input type="radio"/>	T869961	11/23/2005	Order	\$49.85	BBUV627IN	
<input type="radio"/>	T869962	11/23/2005	Order	\$41.7	INTELL-SS	
<input type="radio"/>	T869963	11/23/2005	Order	\$39.93	BB617IN	
<input type="radio"/>	T869964	11/23/2005	Order	\$49.89	BBV1730IN	
<input type="radio"/>	T869965	11/23/2005	Order	\$15.95	BBV1310XIN	
<input type="radio"/>	T869954	11/22/2005	Order	\$279.97	INTELL	
<input type="radio"/>	T869955	11/22/2005	Order	\$5.95	INTELL-SS	
<input type="radio"/>	T869956	11/22/2005	Order	\$39.85	BBUV627IN	
<input type="radio"/>	T869957	11/22/2005	Order	\$149.98	INTELL	
<input type="radio"/>	T869958	11/22/2005	Order	\$5.95	INTELL-SS	
<input type="radio"/>	T869959	11/22/2005	Order	\$29.94	BB617IN	

Transactions Info

• This screen displays all the information that is relevant to any particular transaction.

Europro : View Transaction Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help **efax**

Back Forward Stop Home Search Favorites Refresh Mail Print Copy Paste Paste as Text Paste as Plain Text Paste as HTML Paste as Text and Images Paste as Text and Images

Search the Web Search Address <http://preeti/Briefcase/Agent/Transactions/ViewTransaction.asp> Go Links

Google Search 20 blocked Check Look for Map AutoFill Options

RX **preeti**

	XBP615	Replacement Battery Pack	1	\$19.95				
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Item Details

Transaction Info

Billing Info		Transaction Info	
Title		Transaction Id	T869967
First Name	A	Header Status	
Last Name	A	Transaction Date	11/23/2005
Address Line1	A	Tracking No. 1	
Address Line2		Tracking No. 2	
Zip	12345	Tracking No. 3	
City	Schenectady	Source Code	BBUV627IN
State	NY	Multi Billing Code	
Country	US	Motivational Transaction Id	
Phone	1111111111	MFPS Account	
EEmail			
Pay Method	ECheck-CambridgEcommerce		
Routing No.	111111111		
Account No.	111111111		
Check No.	111111		

Shipping Info		Transaction Quantity and Price	
Title		Total Quantity Ordered	1
First Name	A	Total Extension	\$19.95
Last Name	A	Total Sales Tax	As Applicable
Address Line1	A	Total Shipping & Handling	\$4.95
Address Line2		Total Discount	\$0
Zip	12345	Total Amount	\$24.9
City	Schenectady	Total Return Quantity	
State	NY	Total Return Amount	\$0
Country	US	Total Amount Paid	\$0
		Billings Completed	

Update Shipping Address **Update Payment Method** **Back** **Call Disposition**

Done Local intranet

start EPro CR... Surveys Intellico... Europro ... 08:34 PM

Item Transactions Log

- This screen displays log of all activities carried out on a particular item of a transaction.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Europro web application. The browser's address bar shows the URL: `http://preeti/Briefcase/Agent/Transactions/ItemTransaction.asp`. The application header includes the Intellicom logo, the text "EUROPRO WEB APPLICATION DEMO SITE", and the Euro-Pro logo.

Customer information is displayed in a table:

Account No. : 1401841	Last Name : A	First Name : A	Phone No. : 1111111111
Customer Menu		Address : A, 12345, Schenectady, NY, US	

Below this is the "Item Transaction Details" section, which contains a table with the following data:

Transaction Id	Transaction Date	Model/Part No.	Description	Quantity	Extension	Ship Date
T869972	11/23/2005	CS1720	Charging Stand	1	\$9.95	

The "Item Transaction Log" section features a table with the following headers:

Item Trans Date	Description	Quantity	Extension	Sales Tax	S&H	Discount	Comments	Updated By
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Below the log table are several input fields for additional information:

- Problem Code:
- Customer Service Action Code:
- Quantity:
- Product Credit Amount:
- Tax Credit Amount:
- Shipping Credit Amount:
- Comments:

At the bottom of the page, there are three buttons: "Submit", "Back", and "Call Disposition". The Windows taskbar at the bottom shows the time as 08:35 PM and the system tray includes "Local intranet".

Troubleshooting FAQ

- Troubleshooting FAQs are available for all product models online.

- Product manuals are attached in this screen.

The screenshot shows a Microsoft Internet Explorer browser window displaying a web application. The address bar shows the URL: <http://preeti/Briefcase/Agent/TroubleShooting/TroubleshootDetails.asp>. The page header includes the Intellico logo, the text "EUROPRO WEB APPLICATION DEMO SITE", and the Euro-Pro logo. Below the header is a table with user information:

Account No. : I338543	Last Name : Ajmera	First Name : Rahul	Phone No. : 1111111111
Customer Menu	Address : Najaf Garh Road, Delhi, 12345, Schenectady, NY, US		

The main content area is titled "Troubleshooting for Model/Part No. :GI490" and contains a section for "Frequently Asked Questions".

Shark Electronic Iron - Can vinegar be poured into the water reservoir to clean the interior of the iron?
Applicable on GI490 -- Do not attempt to clean the water reservoir with any cleaning product or solution other than clean tap water or distilled or demineralized water.

Shark Electronic Iron - Can I leave the water in the iron until its next use?
Applicable on GI490 -- It is very important that you empty the water after each use to reduce the likelihood of mineral deposits from forming. Once the unit has cooled down, empty the water before storing.

Shark Electronic Iron - My unit is not producing steam, what am I doing wrong?
Applicable on GI490 -- Add water to your tank if your water level is low or empty. Make sure that the temperature setting is correctly set. Make sure the unit has reached the selected temperature by confirming that the pilot light has gone "off".

Shark Electronic Iron - How do I know when the iron is ready to use?
Applicable on GI490 -- Place the iron in its heel on a stable protected surface and allow the iron to heat for approximately two (2) minutes or until the temperature settings on the right side of the LED display panel have stopped flashing.

Shark Electronic Iron - Can the iron be used without water or for "DRY" ironing?
Applicable on GI490 -- Yes. Set the Temperature Control Dial to desired temperature setting and place the unit on its heel on a stable protected surface. When the iron has reached the desired temperature, the pilot light will go off.

Shark Electronic Iron - I have tried to clean the soleplate of the iron with warm water and soap with no success. Are there any other suggestions?
Applicable on GI490 -- Lubricate a Q-Tip or cotton ball lightly with a small amount of vegetable oil and rub away at the stains gently. Clean soleplate with warm water and soap solution with a sponge. Dry thoroughly with a dry cloth or paper towel. For more stubborn stains, a hot surface cleaner is available at any local hardware store or consult with a local fabric store for similar products.

Shark Electronic Iron - The soleplate of the iron is dirty. How do I clean it?