

The GO Tool for Customer Support Applications

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Sany Customer Agent – Support Que

Sany Customer Support - [clare (Logged In)]

File Control View Tools LivePerson Canned Help

Take Chat Next Response Ticket [68] Search Tickets

View: Workspace Calls in Queue 6

Contact ID	Ticket ID	Skill	State	Operator	Current Page / Ticket Subject
National Equipment	LTK110224718X	Support	In Progress	Jim	http://sanysupport.com/products/
Taylor Construction	LTK110224688X	Support	In Progress	Elinor	http://sanysupport.com/service/
Interested	LTK110224510X	Sales	Waiting		http://sanysupport.com/warranty/
Forest Systems	LTK110224284X	Support	Ended	Elinor	http://sanysupport.com/parts/
Four Seasons	LTK110224545X	Sales	Ended	Jim	http://sanysupport.com/products/
Georgia DOT	LTK110224489X	Support	Ended	Elinor	http://sanysupport.com/products/

TicketID: LTK110224718X
Name: Mark Johnson National Equipment

Call Comments

Send

Date Added	Comment	Status
16/11/2011		PO Approval Pending
17/11/2011	We are processing your order.	PO Accepted
17/11/2011	Update	Processing
17/11/2011	ZCYN8883737	Tracking Number
17/11/2011		Tracking Number
20/11/2011	3230055885 to SCC8100	Serial Number Added

Search FAQs

Send

Account FAQs History Customer Docs

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GALLIUMGROUP

Customer Id	10352
First Name	Mark
Last Name	Johnson
Telephone	4045438300
Fax	8664563591
Email	glink@luxcore.net
Address	3350 Riverwood Pkwy Atlanta, Georgia, United States, 30339
Order Id	3
Order Date	2011-11-11 13:33:26
Original Notes	Please make sure the paint color is red.

For Help, press F1

Sany Customer Agent - FAQs

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FAQs

Image	Title	Summary
	SCC8100 Sales Brochure	SCC8100 Sales Brochure
	SCC8100 Sales Advertisements	SCC8100 Sales Advertisements

For Help, press F1

Sany Customer Agent – Order History

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Account FAQs History Customer Docs

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Product Model Quantity

Crawler Crane SCC8100	SCC8100	1
Main Boom - Tubular Boom -13m (42.6 ft) - Included: Basic Boom Discounted with Purchase of SCC8100	B1-13m	1
Main Boom - Tubular Boom -67m (219.8 ft)	B19-67m	1
Fixed Jib Option -9m (29.5 ft) - Included: Basic Jib Discounted with Purchase of SCC8100	D1-9m	1
Fixed Jib Option -18m (59 ft)	D2-18m	1
Hook Block 27.5 ust (25 mt)	F1-27.5ust	1

For Help, press F1

Sany Customer Agent – Customer Documents

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+ Add files... Start upload Cancel upload Delete files

File Name	Size	Actions
Capacity Chart Index.pdf	91.36 KB	
Partnership Ad.pdf	1.25 MB	
SANY Team Work Ad.pdf	1.89 MB	
SCC8100 6-Page Brochure.pdf	2.48 MB	
SCC8100 Competitor Comparison 100611.xlsm	149.19 KB	

For Help, press F1

Department View of Go Tool

Customers, Prospects

- Provide Access to Most Up To Date Information, Service Alerts, via the Web

Warranty

- Track Warranty Information
- Publish Service Alerts

Finance

- Track PO / Order Approval Process
- Print/Create Invoice
- Create Quotations
- Run Reports: Sales, Orders, Customer, Etc

Go Tool

Presentation Tier

Web Forms UI

User Controls UI

Shared UI Code

Business Tier

Business Logic Layer

Value Object

Data Access Layer

GO Tool Core Engine

Store Process/ Views

Data Tables

Parts

- Inventory Management
- Manage Part Documents And Manual

Customer Support

- Track PO / Order Approval Process
- Review/Update Customer History
- Review/Update FAQs
- Access Detailed Customer Or Product Information

Shipping

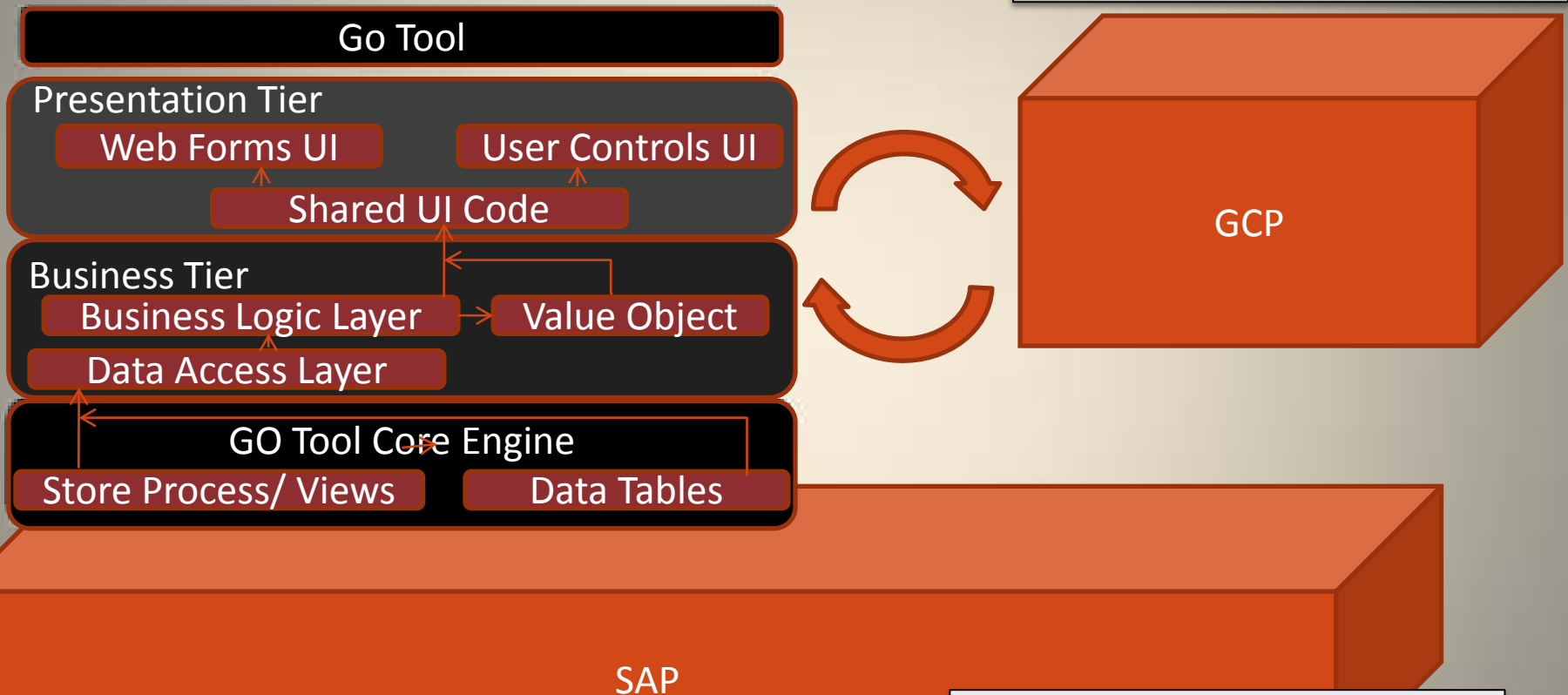
- Record Tracking Number
- Establish Shipping Estimators
- Print Packing List

Quality

- Track Quality Control
- Associate QC Docs To Platform, Product, Part

Department View of Go Tool

Go Tool can interface with GCP to maintain up to date information



Go Tool can interface with SAP to provide continuity, maintain ease of use, and expand knowledge base.

