

## SuiteSolution® Helps You Open, Track, Report and Resolve Trouble Tickets Effectively

The level of service we provide to subscribers in our industry has never been more important than it is today. Heightened customer expectations and a growing number of competitors means that customer service often determines the difference between adding a new customer and losing one.

SuiteSolution's Trouble Reporting Module can help your company provide superior service by giving your Customer Service Representatives the tools they need to open and track trouble tickets quickly. Trouble Reporting provides technicians with the information they need to remedy the ticket effectively, and maintains a historical record of all actions taken to resolve the case of trouble.

Trouble Reporting provides an automatic entry, updating, and tracking facility on all cases of trouble. In addition, the system provides complete reporting capabilities to meet your company's management needs.



*Trouble Tickets can be printed on demand so as each Technician is dispatched to their assignments, they'll have the information they need in a format that's easy to access and use.*

### Trouble Tickets

The Trouble Detail screen displays the assigned or found trouble for technical maintenance including comments logged and hardware details. Real-time process updates information directly from the Work Flow Manager to the Trouble Ticket. Until the issue is resolved, the ticket remains in the work queue and an icon appears on the customer's status bar. When a technician resolves the trouble ticket, the icon will no longer be visible but the details about the ticket are retained for inquiry and reporting.

### Efficiency & Flexibility

- Alpha numeric, user-defined trouble codes and descriptions
- Date and time are automatically recorded or may be maintained by the user upon trouble ticket opening
- Inquiry by telephone number, computer-generated trouble ticket number, service order number, NXX, cable pair, out of service, subscription point ID
- Date and time tracking throughout the identification and resolution process
- Unlimited comment log to record detailed information that becomes part of the customer's history file

### Reporting

Customized queries can be easily produced from the Trouble data collected using QueryTool conveniently located inside Back Office Manager. QueryTool is an ad-hoc query builder that simplifies the creation of reports and avoids the complexities of database structure. Because queries are constructed using conventional names and business concepts, no special skills are required to use QueryTool, which reports on:

- Ticket #
- Line Card ID
- NXX
- Phone/Alternate ID
- Name
- Address
- Out of Service Indicator
- Reported Code
- Reported Date
- Secondary Reported Code
- Trouble Ticket Comments
- Assigned Technician
- Assigned Date
- Found Code
- Found Date



## Service Order Reports

Closely tied to Trouble Tickets, your CSRs have access to the following Service Order (SO) Reports:

- Service Order List
- SO Tasks by Dept. or Description
- Open Service Orders Report
- Service Order Detail
- Facilities Review of Order
- Facilities Tasks
- Daily E911
- Directory & E911 Updates
- Service Order Report

## Integration

Trouble Reporting is integrated with Plant Records, Customer Relationship Manager, and Back Office Manager modules within SuiteSolution.

Data flows automatically from one module to the next so there is no re-keying of basic customer information, saving your service representatives valuable time when working with customers.

## Operating System

Windows XP or XP-Pro  
Service Pak 2 (or higher)  
Internet Explorer 6 or 7 required

## Work Station Requirements

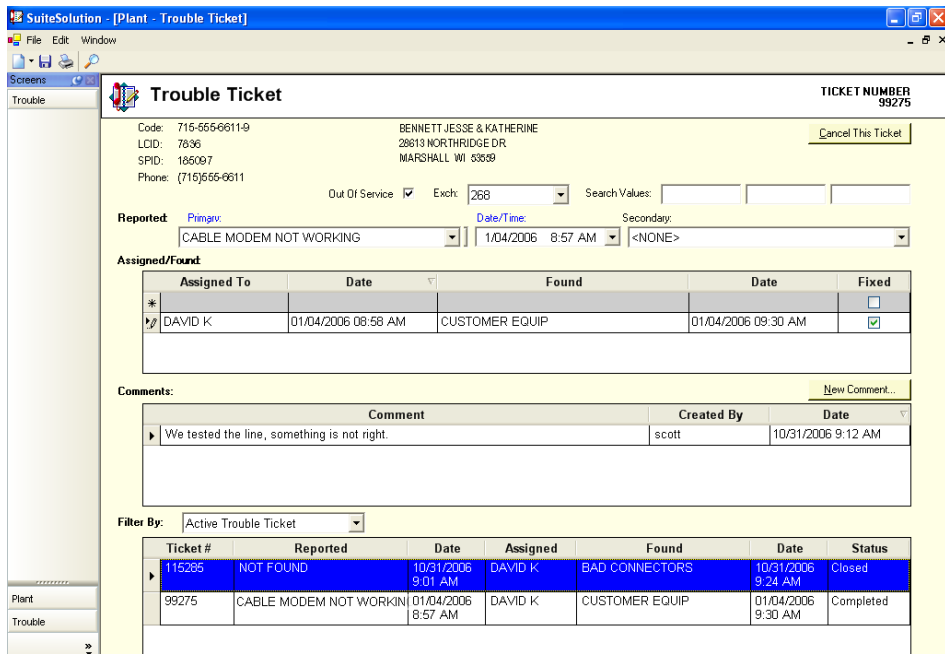
192 MB of RAM minimum  
Pentium II 400k Processor  
VGA Monitor

## Architecture

Three-tier Client/Server  
Object Oriented  
Oracle Database



HickoryTech's Trouble Reporting Module features a user-friendly Windows GUI and instructions for using the software are thoroughly documented in on-line Help files.



## Help Desk & Training

Qualified Help Desk experts are available from 8:00 a.m. - 5:00 p.m. CST.

Our specialized conversion team will assist you in determining the amount of training necessary and develop a training program to meet your needs.



## Sales Contacts:

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