

About WebFirst

Webfirst enables customers and partners to dynamically access the *CustomerFirst* database utilizing standard Web browsers. This interface enables your customers to access a knowledgebase of resolutions to common problems, check the status of open incidents, report new incidents to support, and download files and documents directly through the World Wide Web. It facilitates communication, expedites reporting, and provides access to information and help during non-business hours without the expense of hiring additional personnel. This is particularly useful for companies with customers in various time zones or working multiple shifts, because the Web is available seven days a week, 24 hours a day. Appropriate permissions (e.g. User ID and Password) allow authorized customers controlled access to a subset of the information that is available to internal personnel.

WebFirst provides your customers access via a web browser to perform several functions. Customers can only view their own incidents and within those, they will only see incidents or information that is flagged as “public”. Reseller or Parent customers can view and enter incidents for those customers for which they are the reseller or parent.

- Enter new incidents including attaching of files.
- Display their own open and recently closed incidents to review their status and optionally enter an activity or message regarding the incident.
- Query the knowledgebase to answer their questions and/or download a Temporary Fix.
- Download documents, files, fixes, etc that you have made accessible through the File Download Manager feature of *CustomerFirst*.
- For customers to whom you have given an administrative ID, they can also update customer and contact information. You control what can be updated with the security defined in *CustomerFirst* for the User Group of *WebFirst*.

Customers can report new incidents using *WebFirst*. These incidents are added to the *CustomerFirst* database and queued to a department defined either globally or based on maintenance type, product, or support location. *WebFirst* displays the assigned incident number to the customer. Support reps can access these incidents and begin to resolve the reported problem. By defining Escalation rules, you can notify support reps if new

incidents have been in the queue longer than a defined period of time. The Escalation server can also be used to automatically reassign these incidents.

Allowing your customer to search for answers to their questions can decrease the number of calls you receive and let you concentrate on the more complex support issues. The search fields are populated from the characteristics that you have defined in your *CustomerFirst* database. Customers can also use the TechSearch capabilities to search both the *CustomerFirst* database as well as external libraries (e.g., your product documentation, white papers, etc.) to find answers. They can search for common problems based on a combination of characteristics (e.g., panel name, error codes, keywords, etc.), create a Boolean search or Intuitive search that describe the problem. The customer is returned a list of problems that match the selected characteristics and displays their descriptions and resolutions. The full problem can be displayed along with the resolution and/or Temporary Fix.

The panels that the customer uses can be customized in *CustomerFirst*. Screen customization allows you to customize the panels (e.g., Incident Panel) for a WebFirst User Group. This gives you complete control over the fields the customer can view and/or update.