

ZORIGAMI^{PRO} Data Sheet

eHelp

Complete visibility of accounts and customers

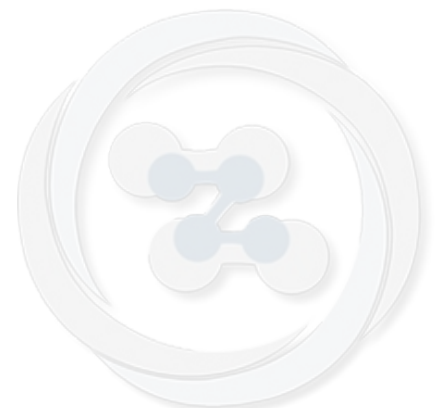


Organizations that provide support for their customers often face challenges in ensuring the optimal customer experience. While there are many tools that assist with simplifying **eHelp** management, ZINFI's **ZORIGAMI-PRO** tightly integrates Help Desk with the overall customer management. This gives you greater visibility into the customer in the context of the account, related projects and opportunities. **eHelp Desk** allows management to build a consistent, customer focused and cost efficient incident management procedure.

eHelp allows customers to submit, track and manage service support requests via easy-to-use web based interface

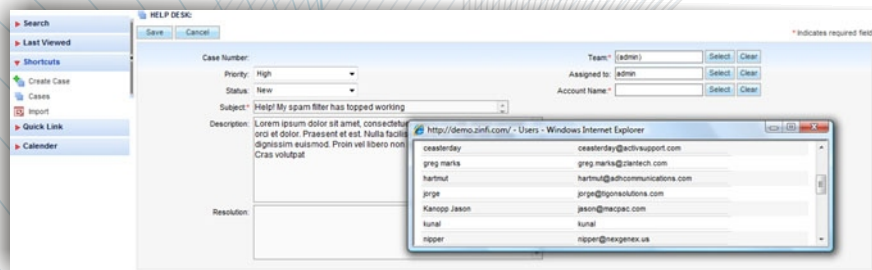
Highlights

- Complete visibility into customer support cases
- View support cases in context of customer relationship
- Manage support team resource allocation
- Greater visibility of case status throughout the organization
- Easy-to-use, Web-based interface



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Easily update case status, priority and assigned to team or case owner with an easy-to-use Web-based interface.



Increase visibility of case information and status throughout the organization. Control access of the eHelp module based on user role or team membership.

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For further details, please contact ZINFI today

