



Case Minder

Trigon Cloud Cover™ Services

Keeping cases under control

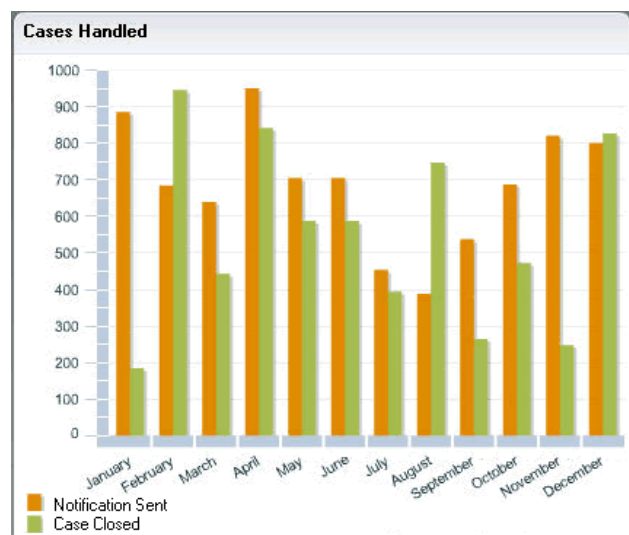
Are you slowly drowning in cases which have been opened but not resolved?

Are agents working on cases for customers who are no longer subscribers, not on maintenance or don't have appropriate entitlement?

72% of all cases which originate via email and 35% of all cases that originate over the phone take multiple contacts to resolve¹. Each customer or internal interaction requiring new information flow is an opportunity for the case to fall through the cracks.

Wouldn't it be great if all cases were being monitored, and notifications were automatically sent to remind people that the support center is waiting for their feedback?

Case Minder can help by automatically handling these incidents, and taking appropriate action such as notifying the stakeholders and closing the case if necessary.



¹ 2007 HDI Practices and Salary Survey

Features

- Implements ITIL best practice of separating resolution of a case and closing of a case when customer fails to confirm that the solution provided solved their problem
- Customizable auto-notifications sent to:
 - Customers when a case is waiting for their feedback
 - Case and account owner when a case is auto-closed
 - Internal departments sourcing information or taking other case resolution related actions
- Configurable case auto-close when:
 - Customer does not respond in a pre-defined period of time with requested information or feedback
 - Customer is no longer a subscriber or has expired maintenance
- Automatically interrupts auto-close process if outstanding information is received
- Enables customer or case owner to 'pause' a case auto-close process to wait for additional feedback
- Tracks daily changes
- Summary reports and dashboards included

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Case Minder, like Salesforce, is a completely hosted solution with nothing to install at your site. Simply sign up, and we'll take care of the rest.

Need Proof?

Case Minder is an effective tool for helpdesks using Salesforce Service & Support. If you want to experience *Case Minder* in action you can trial it for free! Simply download the *Case Minder* trial on AppExchange or at www.trigon-group.com. The trial is fully functional – the only limitation is that it will perform the specified tasks on one case per day. In addition the trial will provide a full report on how many cases would have been addressed so you can see how much benefit you will realize from subscribing.

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