

Mobile Enterprise Connect

Design Vision

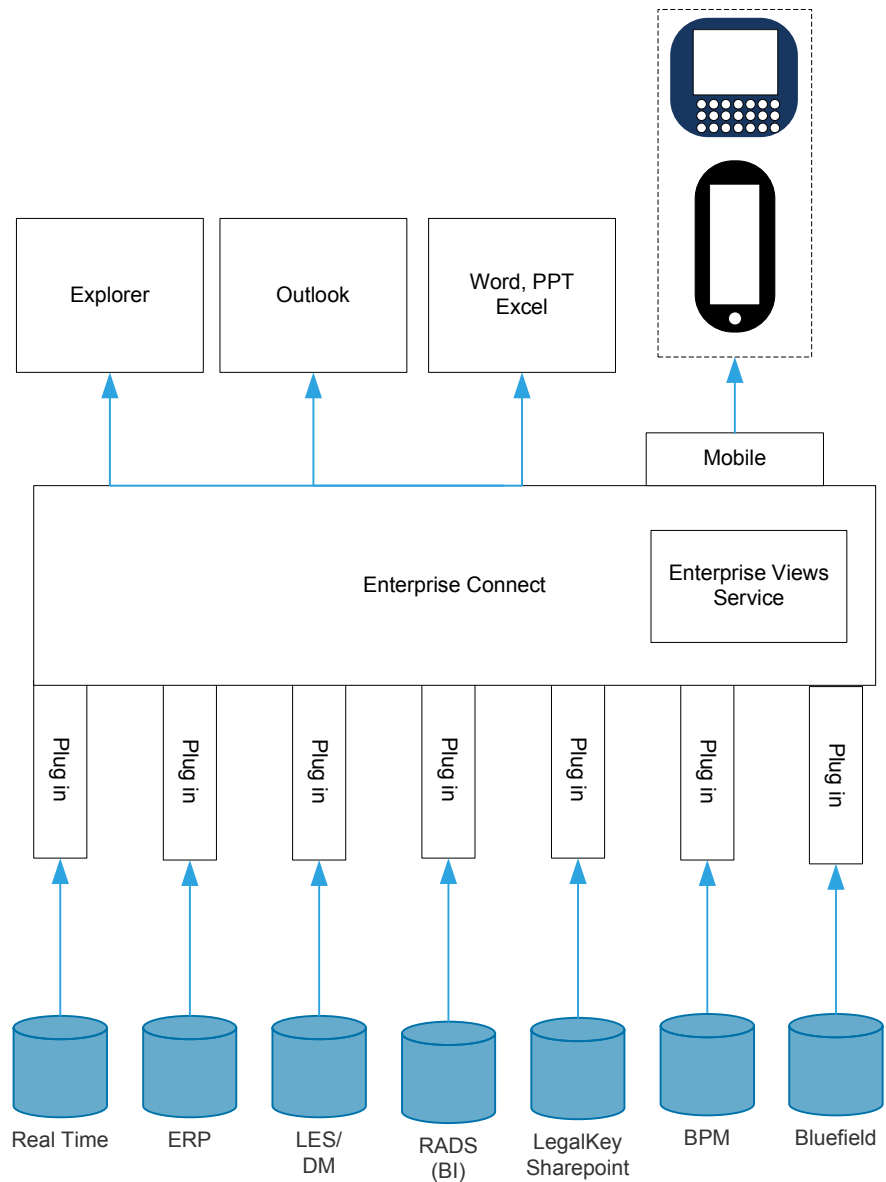
Amanda Holtstrom

Vision

Provide consistent mobile access to ECM Content.

Key Tasks

- Preparing
- Taking decisions
- Contacting



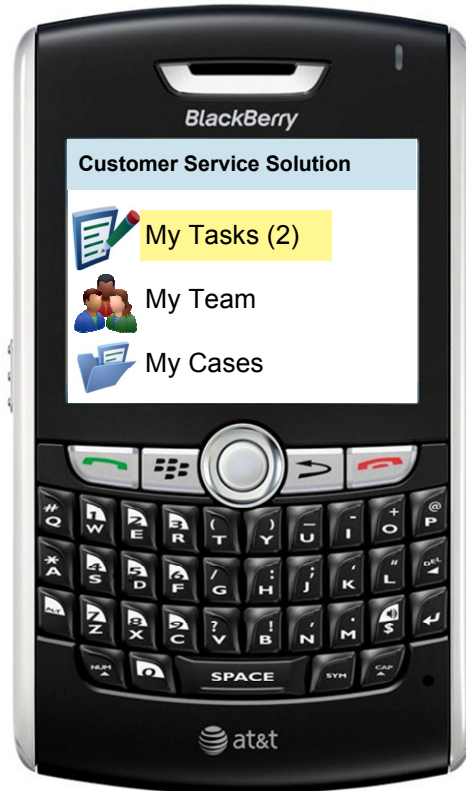


Michael
Customer Service
Manager

Customer Service Escalates

An customer issue with late delivery has been escalated to the Customer Service Manager, Michael. Michael approves the refund of the cost of delivery from his Blackberry. A workflow assigns the task to a Customer Service representative and informs Kevin, the customer's Sales Rep, of the issue and the resolution.

Key Concepts: BPM





Kevin
Account Manager

Reviewing the Account

Kevin's in Tahoma, NJ in an airport when his Blackberry vibrates to inform him of the escalation. Before calling Peter, the customer, to talk about the resolution and try to repair the relationship, Kevin scans the customer's profile. He reviews the issues Peter has logged, checks to see if anyone else has been in contact with him and reviews the list of posts Peter has been making the company's forum.

He notices that Peter has been vocal about his dissatisfaction on the product forum and sends an IM to the Product Manager to see if she can do anything to help him.

Key Concepts: Team and Product Profiles; Virtual Views,





Bridgette
Product Manager

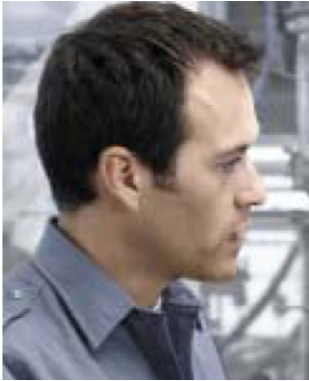
Putting the Customer First

Bridgette, the Product Manager, is commuting to work when she gets Kevin’s IM. She looks up the customer and reviews the organization’s profile to see how much they spend on Innovate’s products. She checks her research budget before suggesting that Kevin invite the customer to a focus group she’s planning.

Their IM chat ends and Bridgette adds the customer ID to the wiki of customers she’s planning to invite to her focus group.

Key Concepts: Reporting; Wiki; Customer Profile



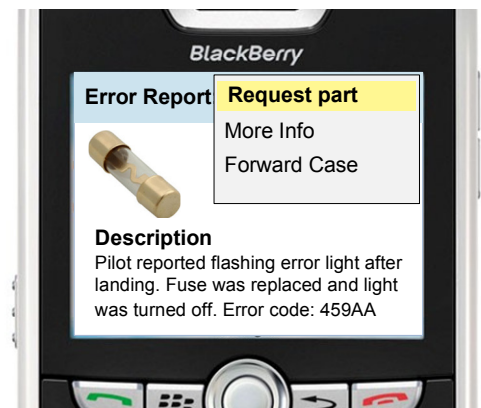
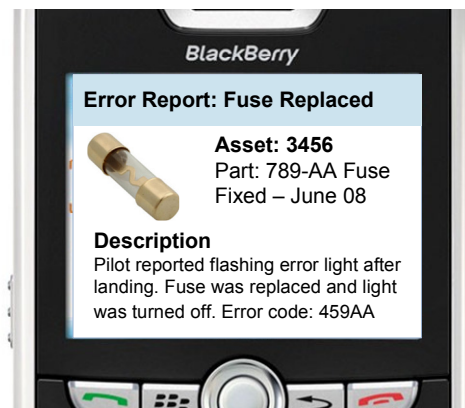
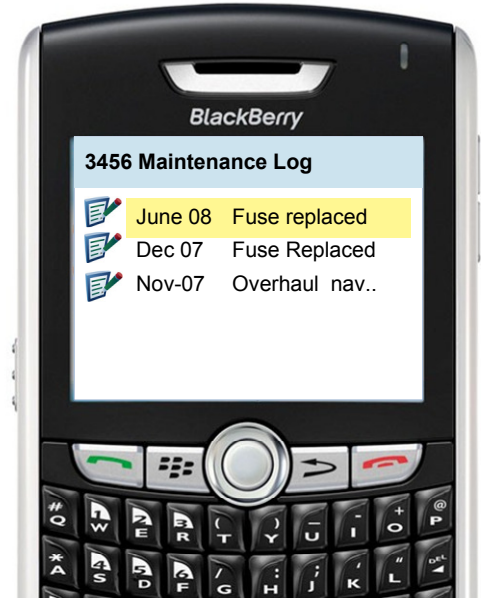


Mark
Asset Operator
Maintenance Engineer

Asset Needs Repair

Mark receives notification that a maintenance light has gone on in an plane at Gate A23. He drives to the gate and checks the error code and the plane's asset number. He sees that the same error occurred a few months ago and replacing the fuse fixed the problem. He sends a request to the parts shed for the fuse.

Key Concepts: Cases, Asset, ERP



Managing Supply

Supply Manager receives a notification that stock is lower than agreed upon with the team. He's been assigned the tasks of working it out with the supplier. Contacts the supplier to find out what's going on. Tags the entry in the case. The truck is late. Checks the contract.

