



# Sonoma

## Technical Support Services



## Point of Sale

The rapidly evolving Point-of-Sale (POS) market presents an enormous challenge for companies and their customers. The frequent introduction of new payment solutions, advancements in payment software and the rapid innovation in terminal technology can seem overwhelming. Sonoma recognizes the importance of POS systems to your customers and has developed a comprehensive suite of support and training practices specifically designed to help you and your customers cope with the rapid evolution in the marketplace. We work with you to minimize the effort and costs associated with supporting your systems and applications while ensuring a positive customer experience.

## Help Desk

Our help desk blends support via phone, email, and online chat -- all of which are captured so you have access to a complete online history of each customer's interaction. Help desk support is private-labeled according to your brand and business requirements. We can use your existing support numbers or provide new toll-free numbers. In addition, we provide on-demand call recording and monitoring according to your business requirements to ensure quality of service.

- ❖ Fully Trained Agents: to respond to terminal procedural and operation inquiries
- ❖ Troubleshoot: equipment related issues (terminal, printer, pin pad, card reader, Etc.)
- ❖ Initiate Application Downloads: for software upgrades or to restore equipment operation
- ❖ Initiate an Equipment Replacement: process in the event of an equipment failure
- ❖ Setup and Update: merchant records

## Multilingual Assistance

We can provide 24/7 support in English, French and Spanish, or on a schedule that best suits your specific requirements.

## Trouble Ticketing System

Our trouble ticketing system efficiently manages customers' help requests, while streamlining the support process. Essentially, this system serves as a tracking and workflow management tool, which helps us to:

- ❖ Capture and record all customer interactions
- ❖ Review trouble ticket status and severity
- ❖ Adhere to pre-determined escalation policies and procedures
- ❖ Identify and eliminate chronic service delivery problems
- ❖ Automate workflow and decrease resolution time
- ❖ Determine and manage service levels



## Reports and Trend Analysis

Our Trouble Ticketing System provides valuable real-time reporting and statistics which enable you to:

- ✦ Gain visibility into accurate, real-time customer intelligence;
- ✦ Identify top call-drivers and problem areas;
- ✦ Use subscriber intelligence to continually review and improve your product offerings.

## Knowledge Base Library

The knowledge base is a secure, dynamic library of information, which both you and our support team build collectively. Information stored in the knowledge base could include:

- ✦ Specific technology and/or product offering details;
- ✦ Implementation processes;
- ✦ Contact lists;
- ✦ Configuration details and Network diagrams;
- ✦ Support documentation and matrices;
- ✦ Software downloads;

## Training



The timely activation of your end-users ensuring that they are trained to use your products and services correctly are critical to the success of your business. Our professional training staff will contact your end-users in advance to schedule a training to coincide with the arrival of new equipment. Training is performed using approved and tested scripts; confirmation of the completed training is recorded in the Sonoma CRM system. Reporting is available on a daily basis to track and report all training activities.

## Conversion Services

Market dynamics and technological innovation create a constant challenge to update systems applications and equipment for your customers. Our conversion programs are customized for your specific requirements, including:

- ✦ Managing the process to download or load new software applications,
- ✦ De-install old equipment and install new equipment, and
- ✦ Train end-users on the use of new equipment and applications

Our systems are designed to allow our associates to manage these efforts accurately and efficiently. All activities are recorded and tracked on a real time basis and comprehensive reporting is available on a daily basis.

## Supply and Inventory management

Sonoma provides support for order taking and data entry which can include orders for supplies, accessories, services and more – with order information captured by Sonoma or entered into a template for delivery to a designated fulfillment house.

Sonoma has the proven capability and track record to help you manage and leverage new and emerging POS technology. Let us take on the challenge of supporting your customers with our comprehensive help desk offering and our proven training and conversion services.

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