FOETRON
Cloud Support Portal

Quick Snapshot

FOETRON

CLOUD & MOBILE CENTER FOR EXCELLENCE

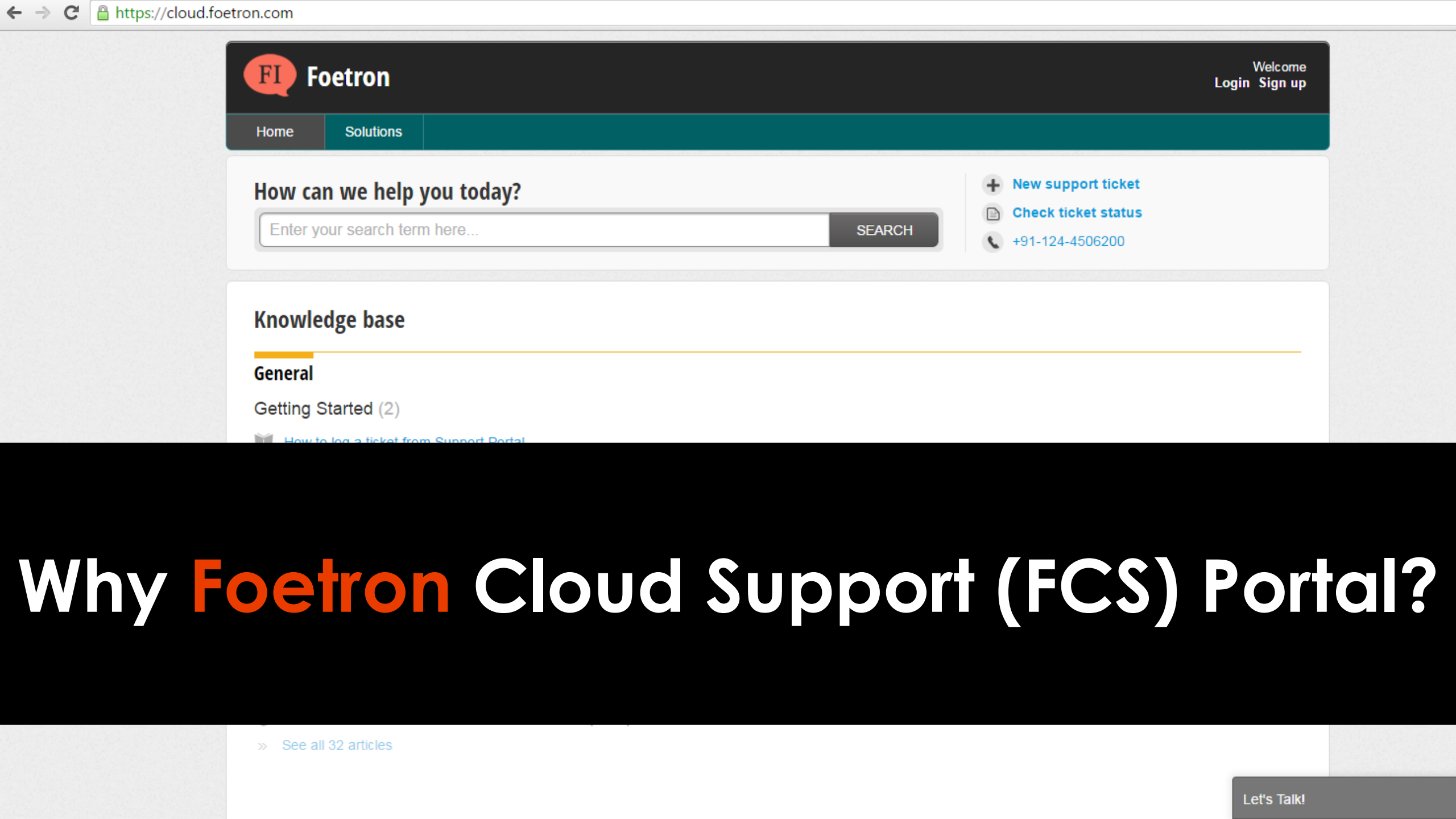
Microsoft Cloud Partner of the Year 2016

Demo Overview

Why **Foetron** Cloud Support (*FCS*) Portal?

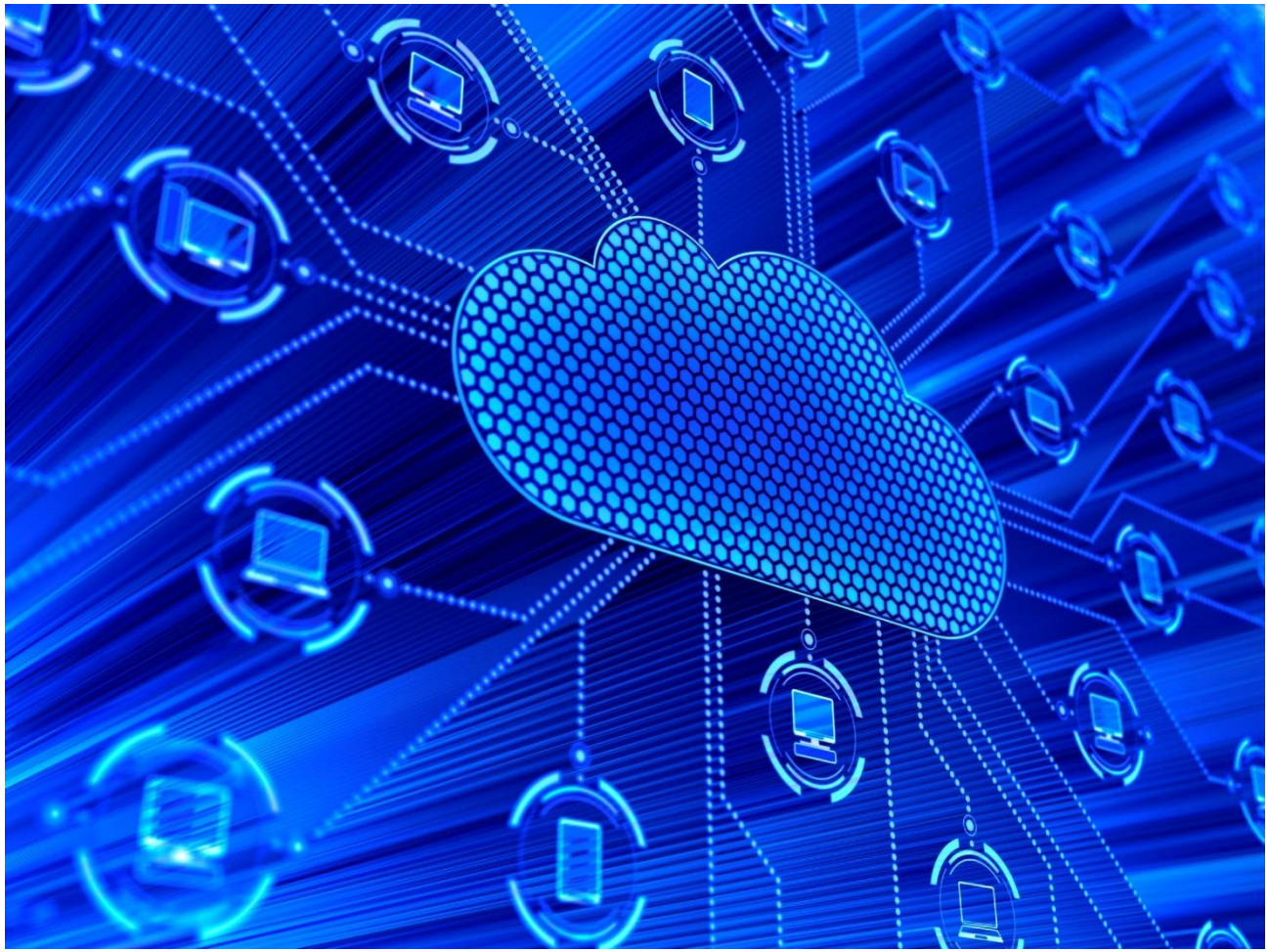
How **Foetron** Cloud Support (*FCS*) Portal will help?

What is **Foetron** Cloud Support (*FCS*) Portal?



Why Foetron Cloud Support (FCS) Portal?

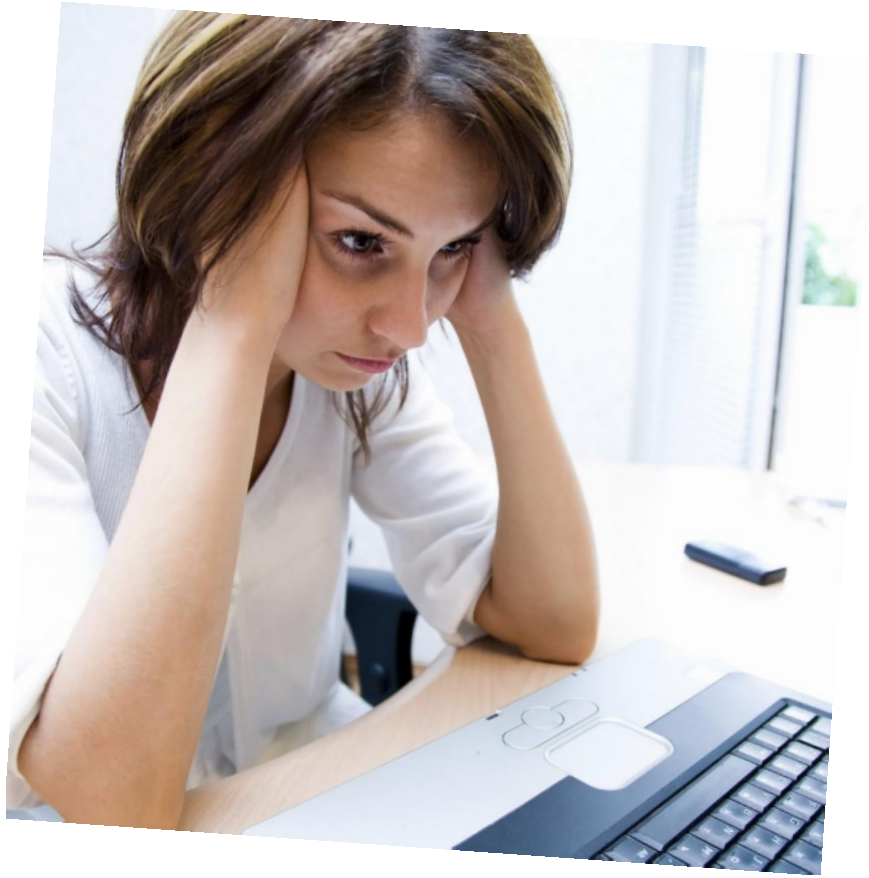
Cloud as the ‘New’ technology



As much as any new technology solves a very challenging problem, it has its own ways of solving that problem which needs deeper understanding.

However, this in itself is a challenge for any business as…

Cloud Customer Woes



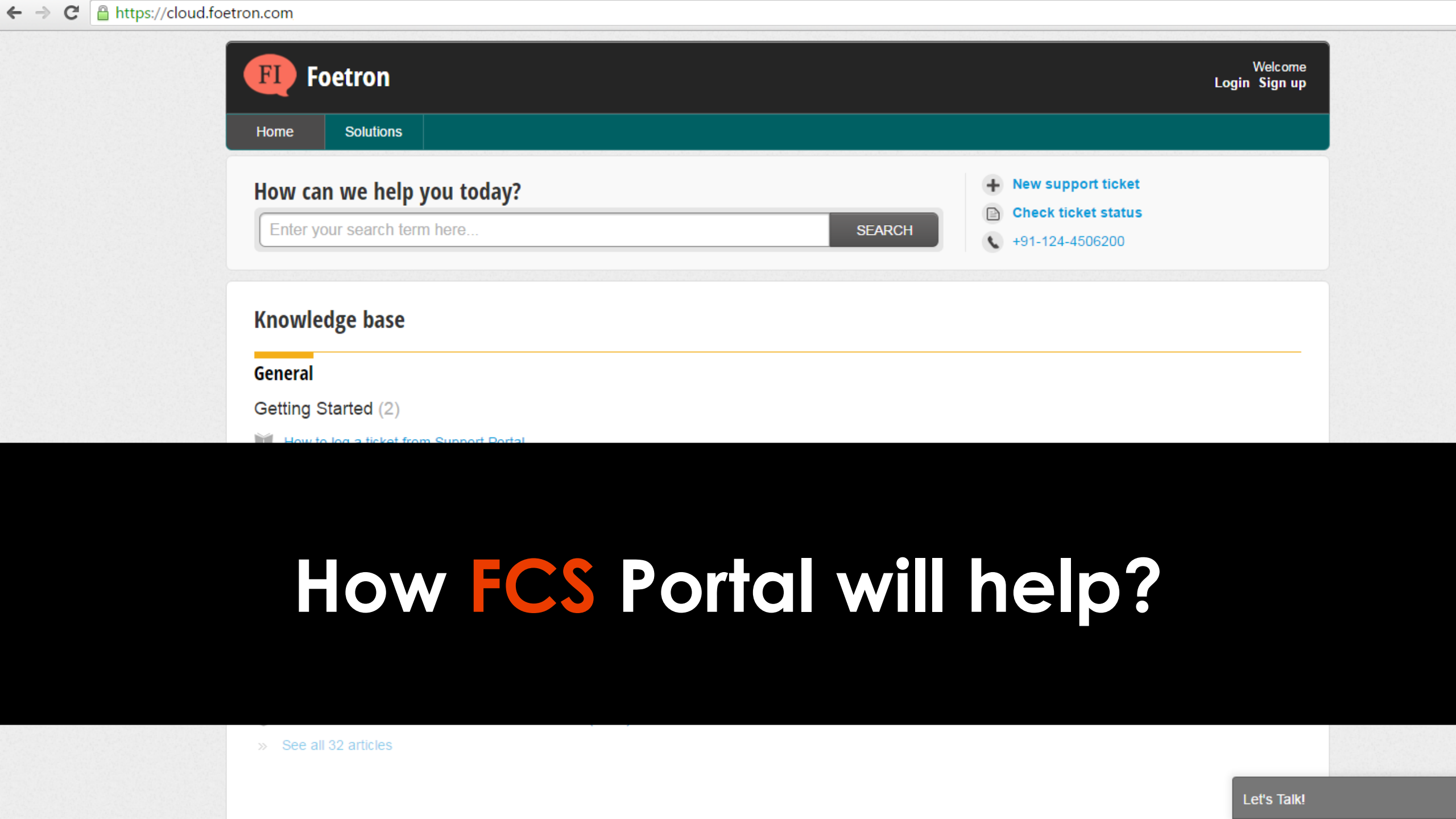
…it causes additional problems for end-user due to their limited understanding of the technology.

Is it worth the effort ?

- Most common thought-process will suggest that an IT person/team can be hired whose whole set of responsibilities will include
  - Understanding new technology
  - Keeping themselves updated with all the latest technology updates
  - Integrating the latest technology with business use-cases which are profitable for the organisation
  - Training company personnel on the usage of these latest technologies
- All this will cost time and money with no surety of good RoI
- So, the point is – is it worth the effort?

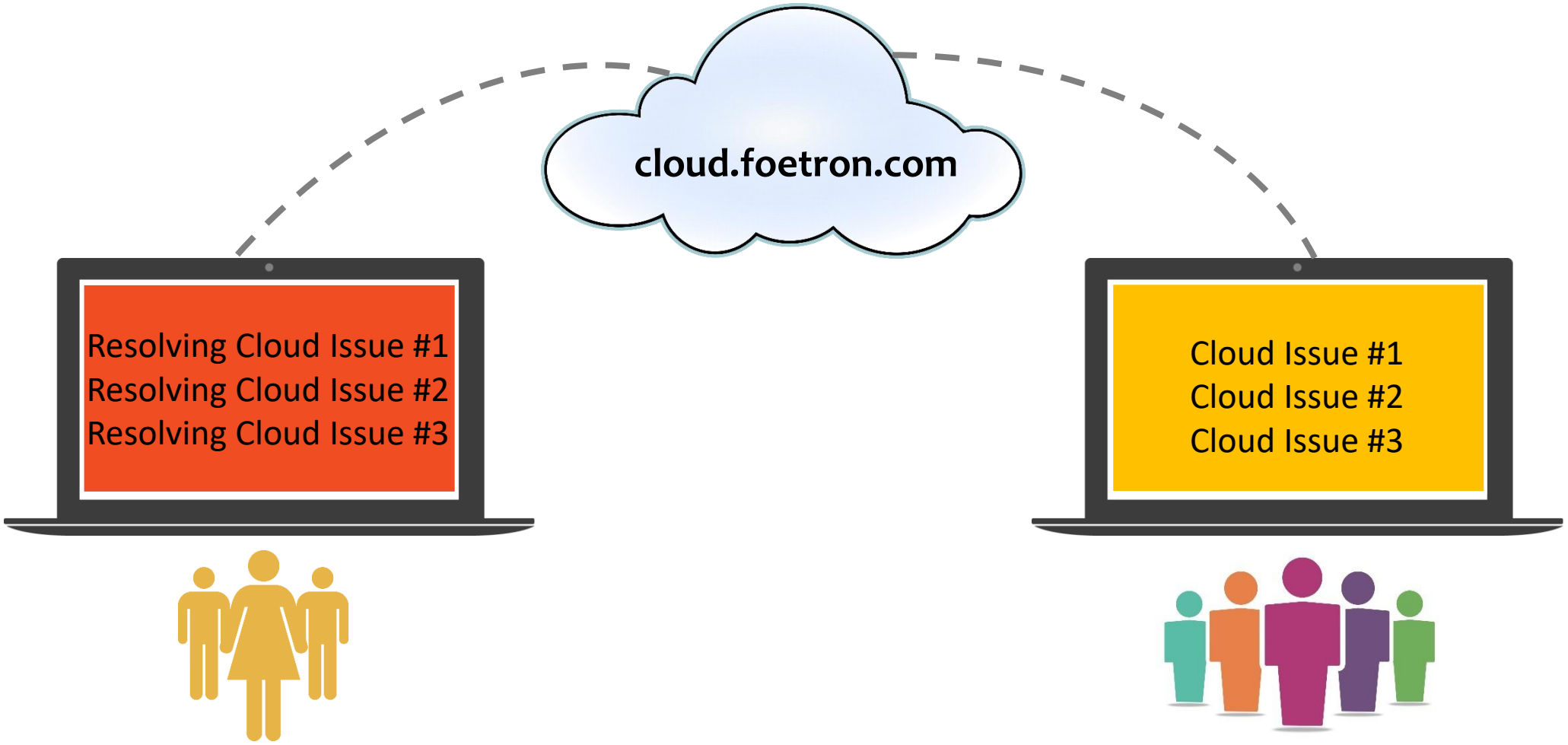
Why FCS Portal ?

- To help Customers focus on doing what they do with the available resources
- To support them for solving issues related to Microsoft Cloud Technology
- To empower them for growing their businesses the way as promised by Microsoft Cloud Technology

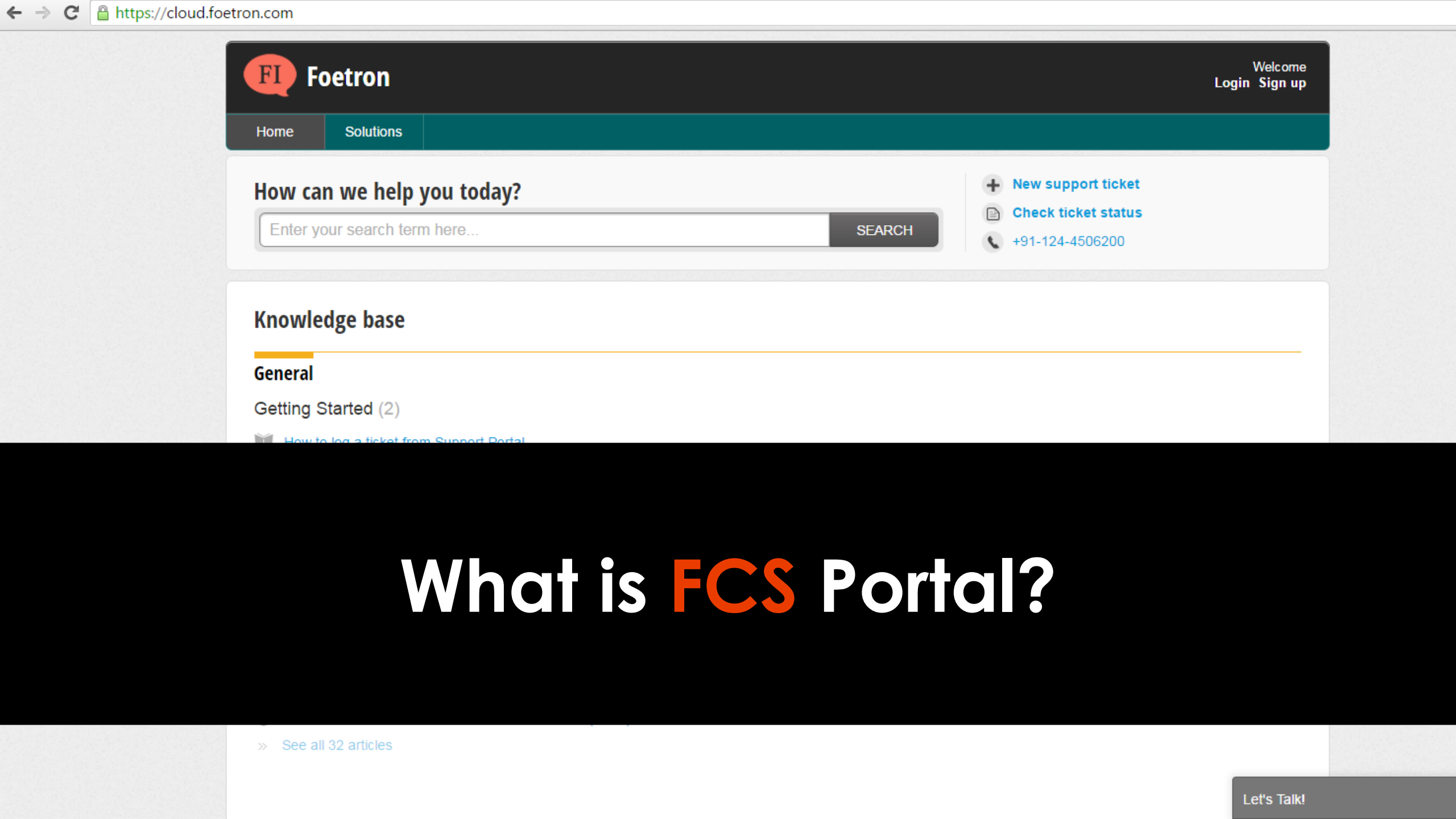


How FCS Portal will help?

How we will achieve this?



There is more!

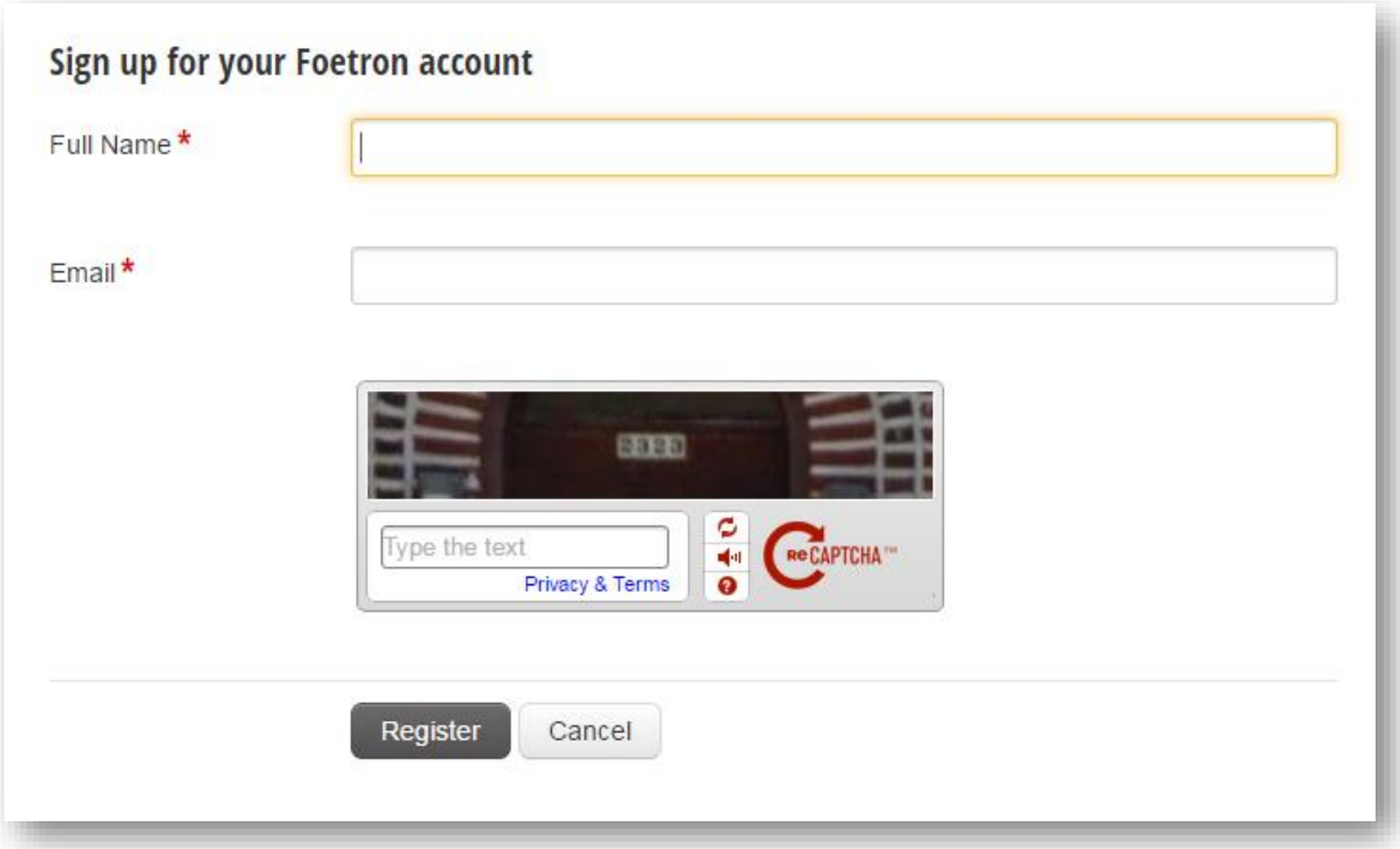


What is FCS Portal?

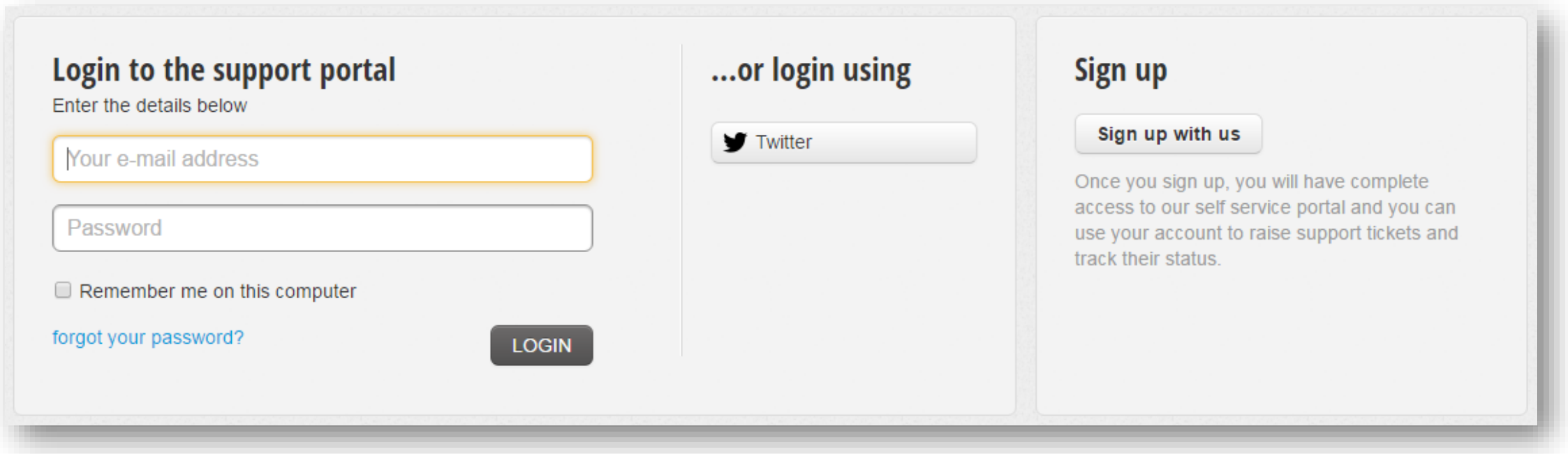
Common Things done on Portal

- Raising Tickets
- Viewing Ticket Status
- Tracking Tickets
- Tracking assigned Engineer
- Chatting with the support team
- Building Organisation’s Knowledge Base
- Admin can track Organization-wide Tickets
- Admin can have several different views based on different sorting and filters

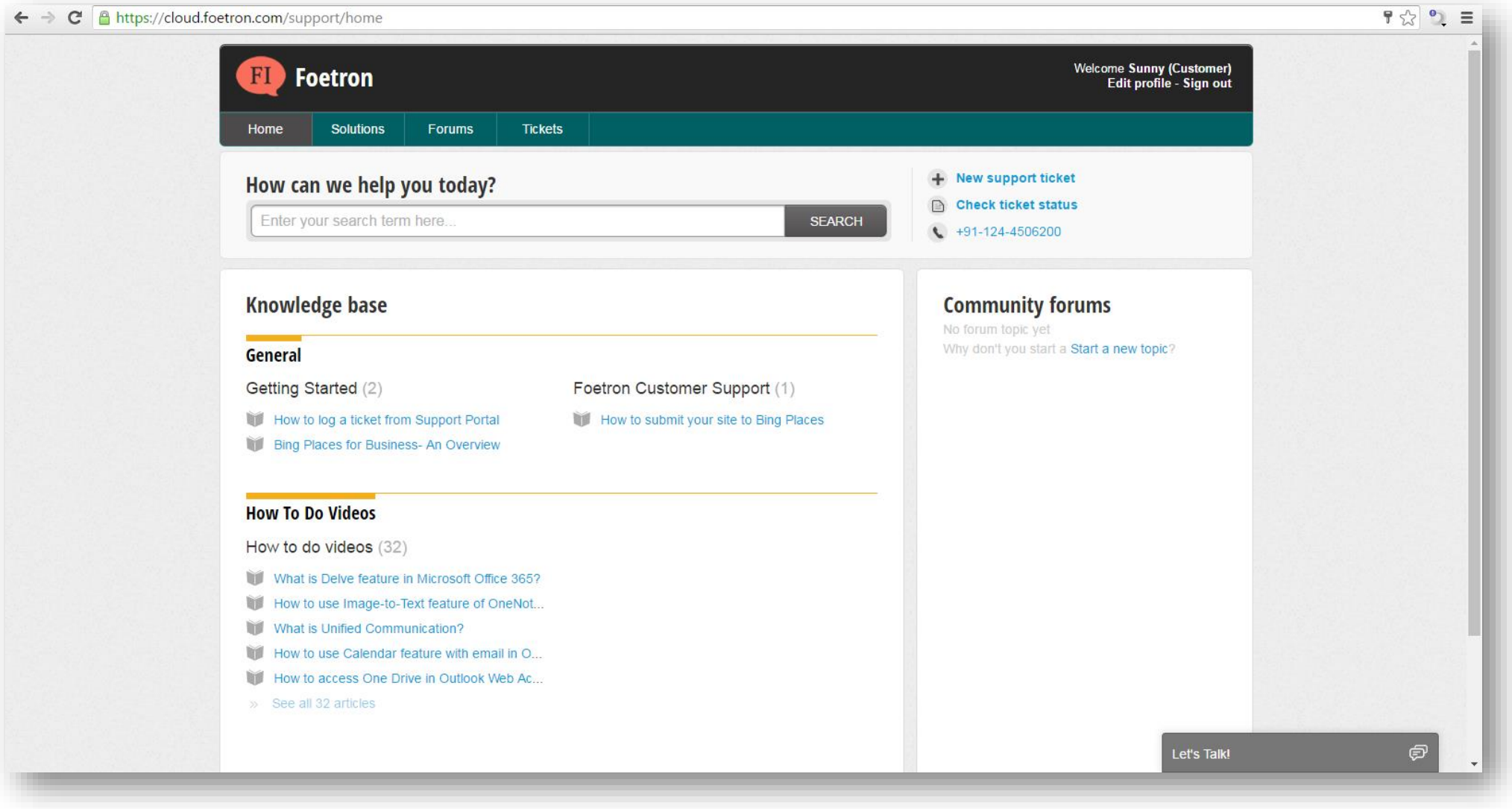
Signing up


Sign up for your Foetron account
Full Name *
Email *
Type the text
Privacy & Terms
reCAPTCHA™
Register
Cancel

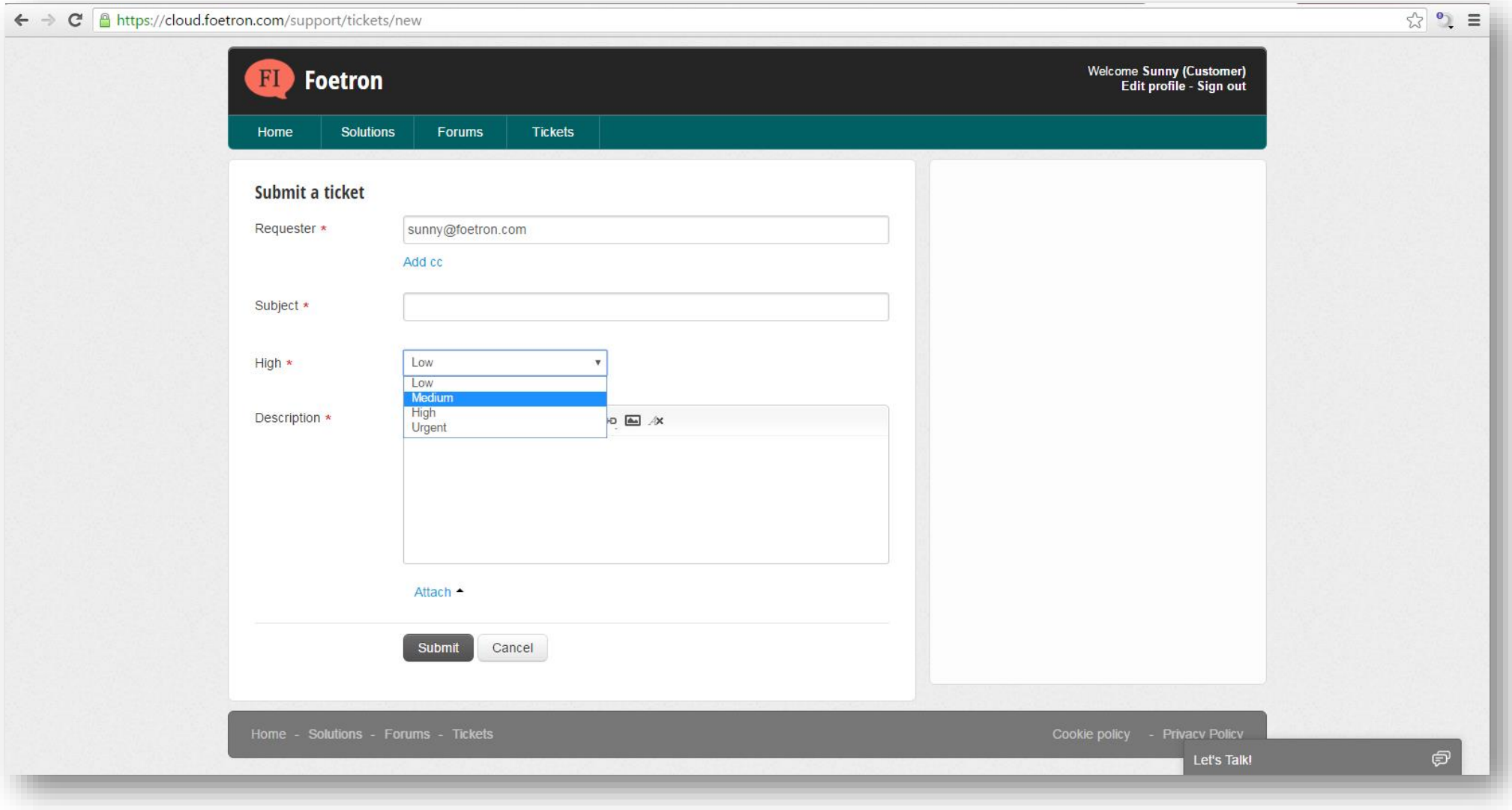
Logging in


Login to the support portal
Enter the details below
Your e-mail address
Password
Remember me on this computer
forgot your password?
LOGIN
...or login using
Twitter
Sign up
Sign up with us
Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.

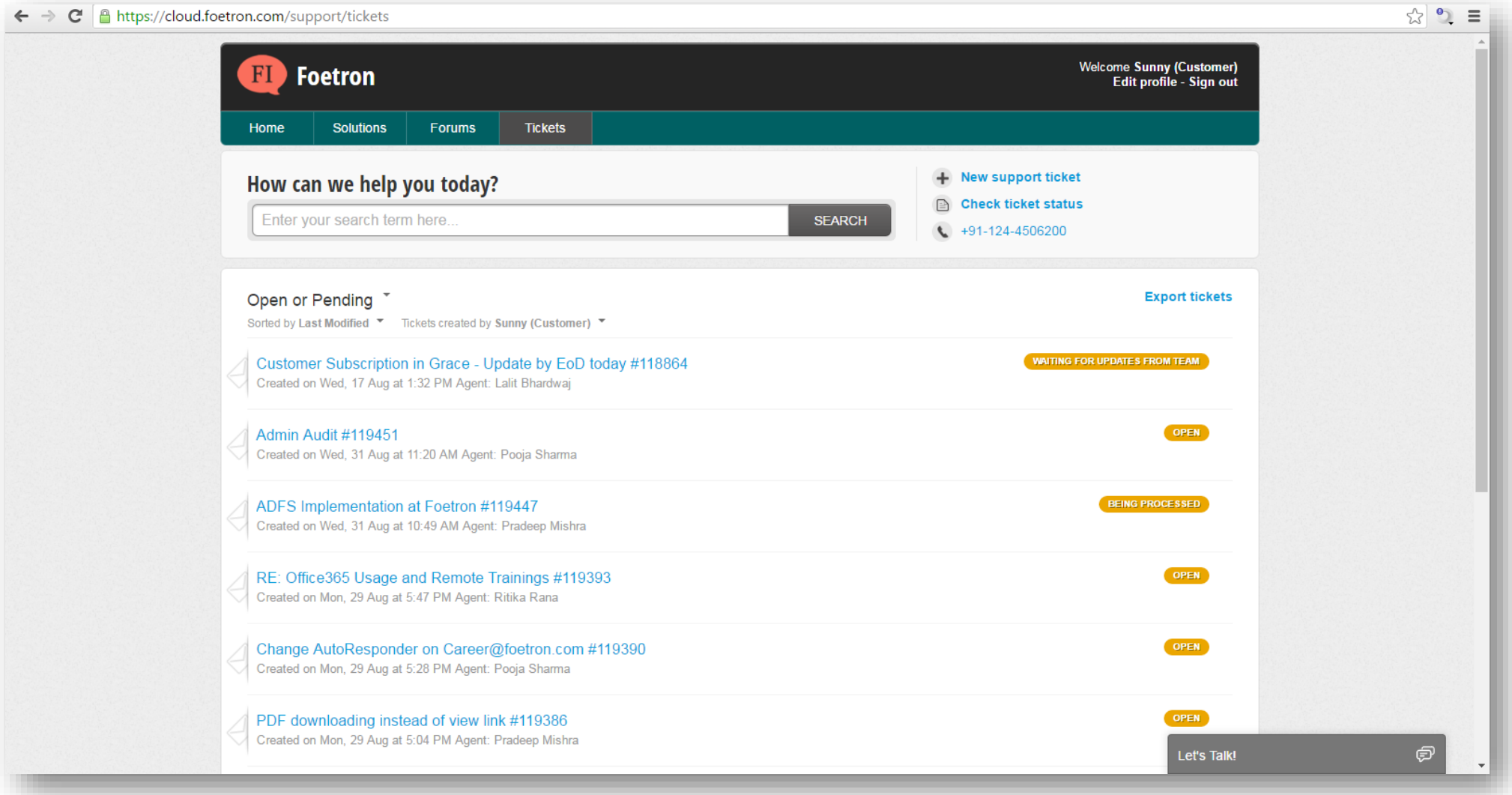
Customer Side(Admin View)



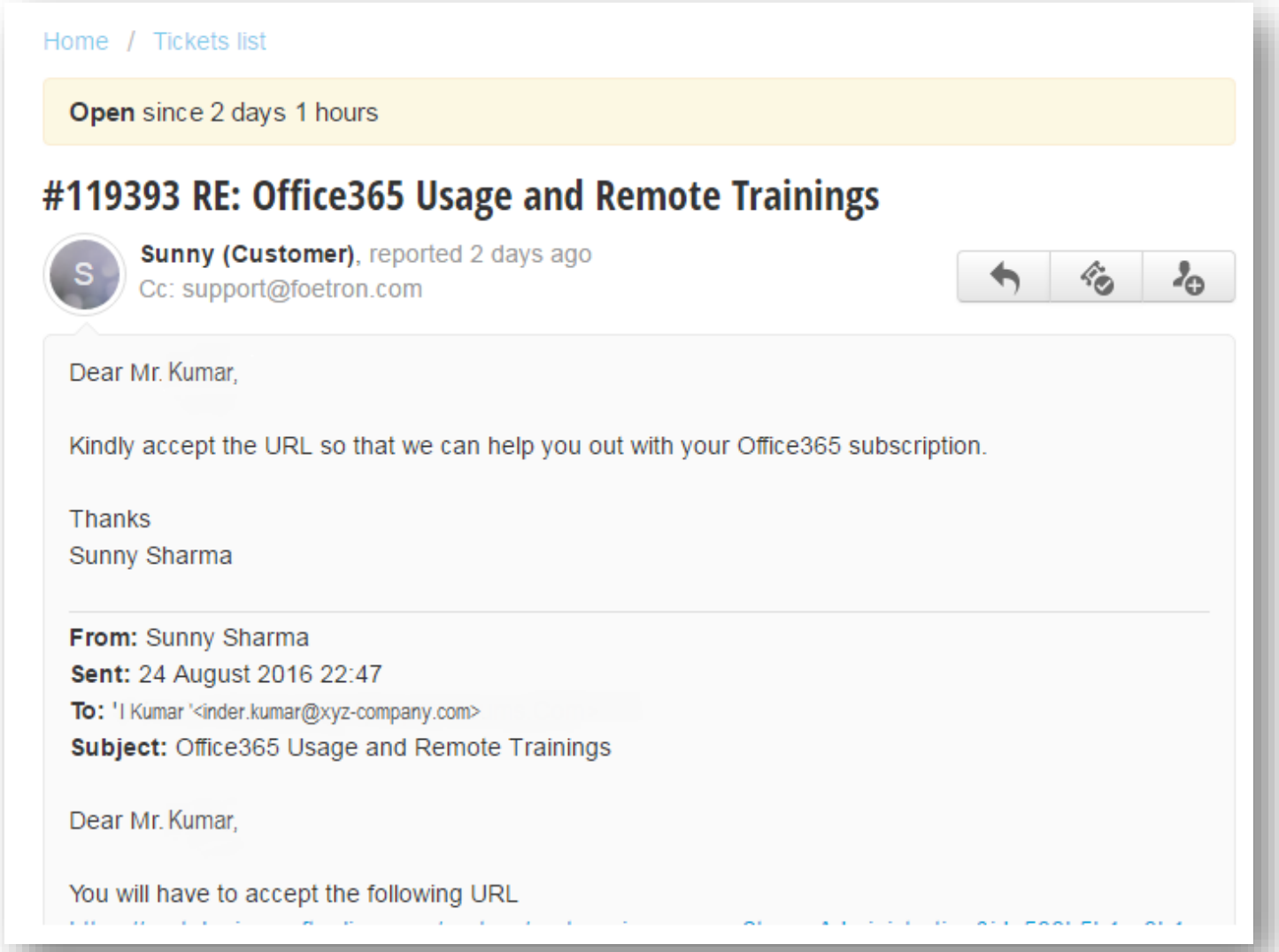
Raising Ticket



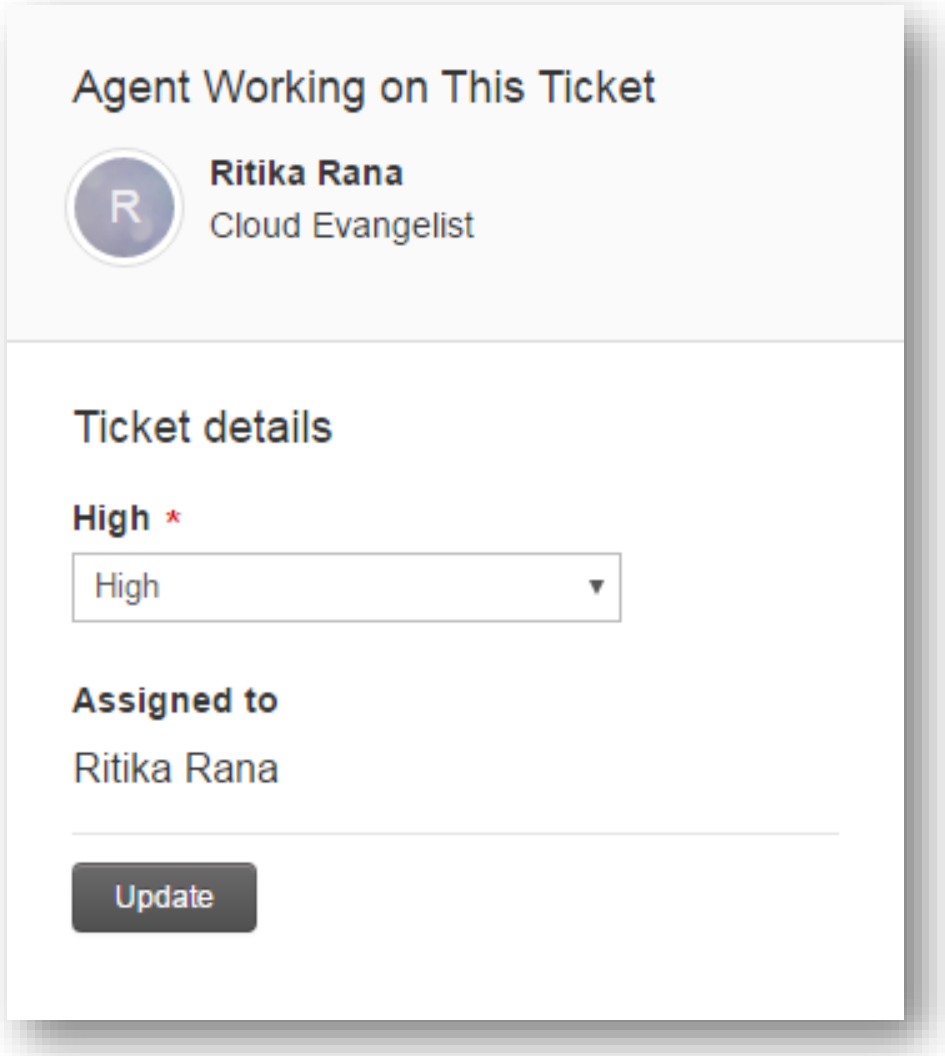
Viewing Ticket Status



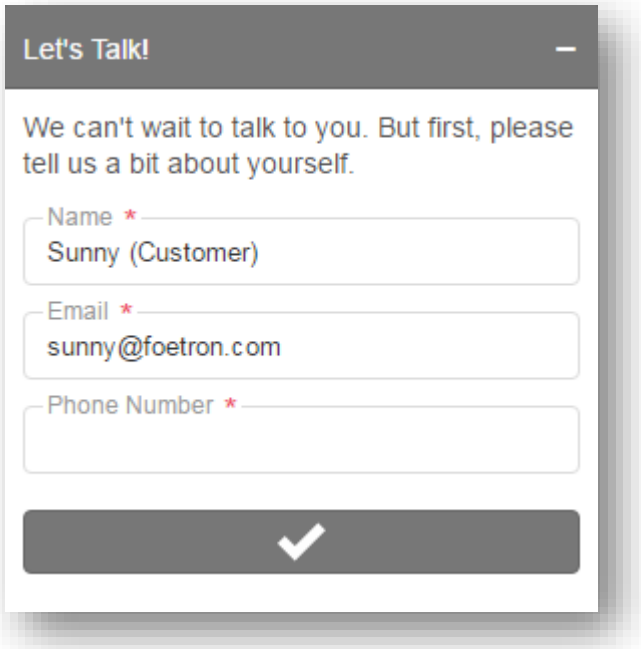
Tracking Tickets

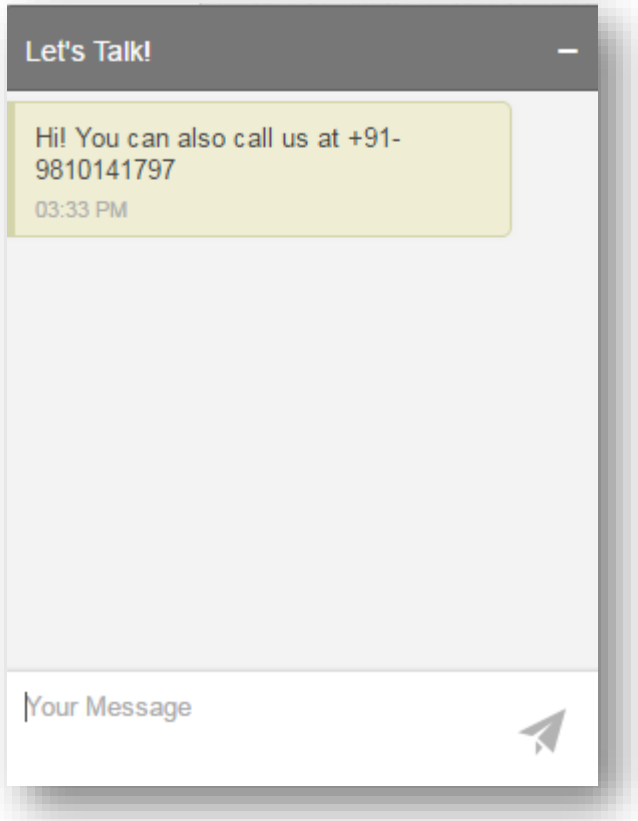


Tracking assigned Engineer



Chatting with the support team





Building Knowledge Base

Knowledge base

General

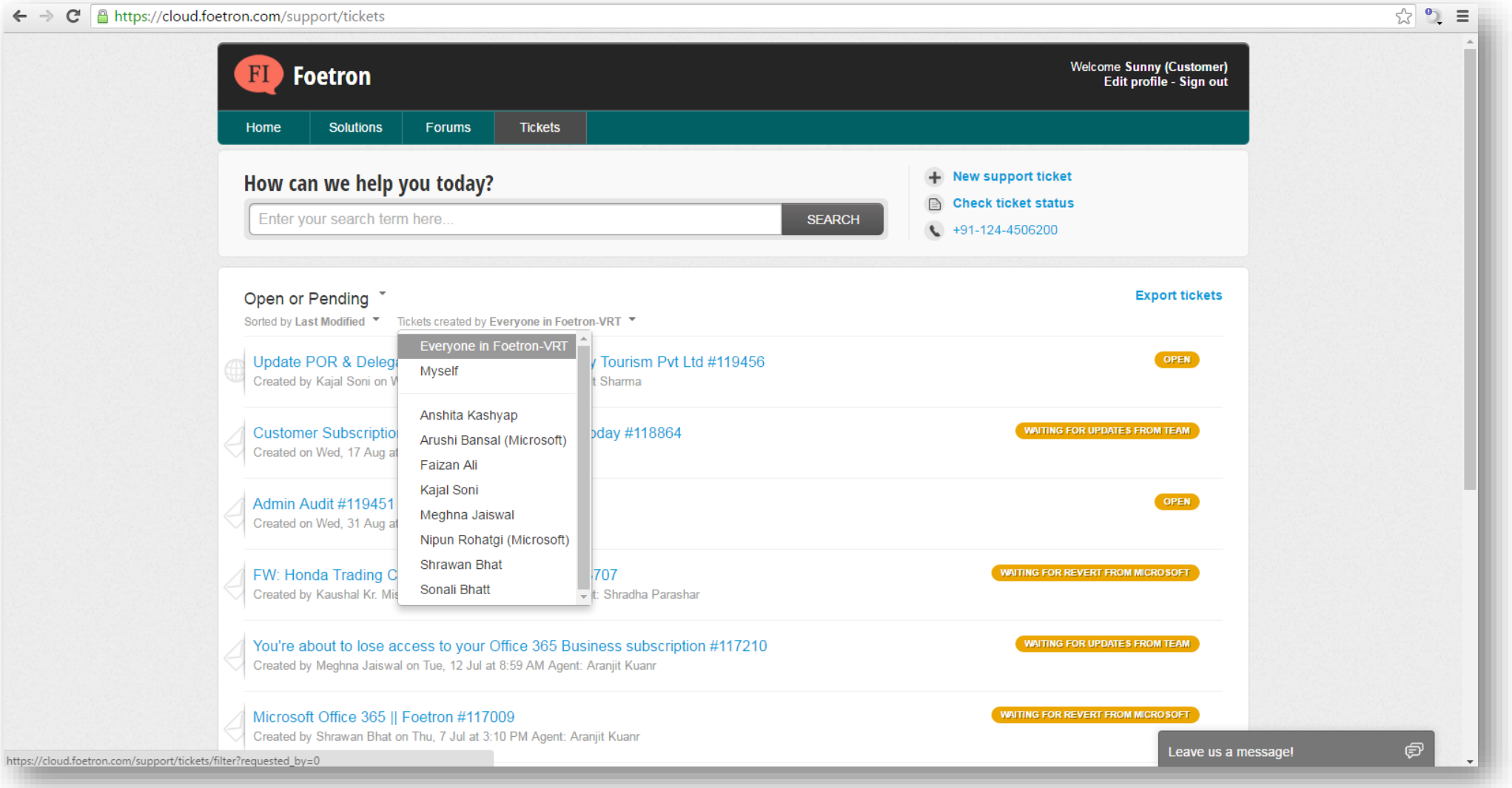
Getting Started (2)

- How to log a ticket from Support Portal
- Bing Places for Business- An Overview

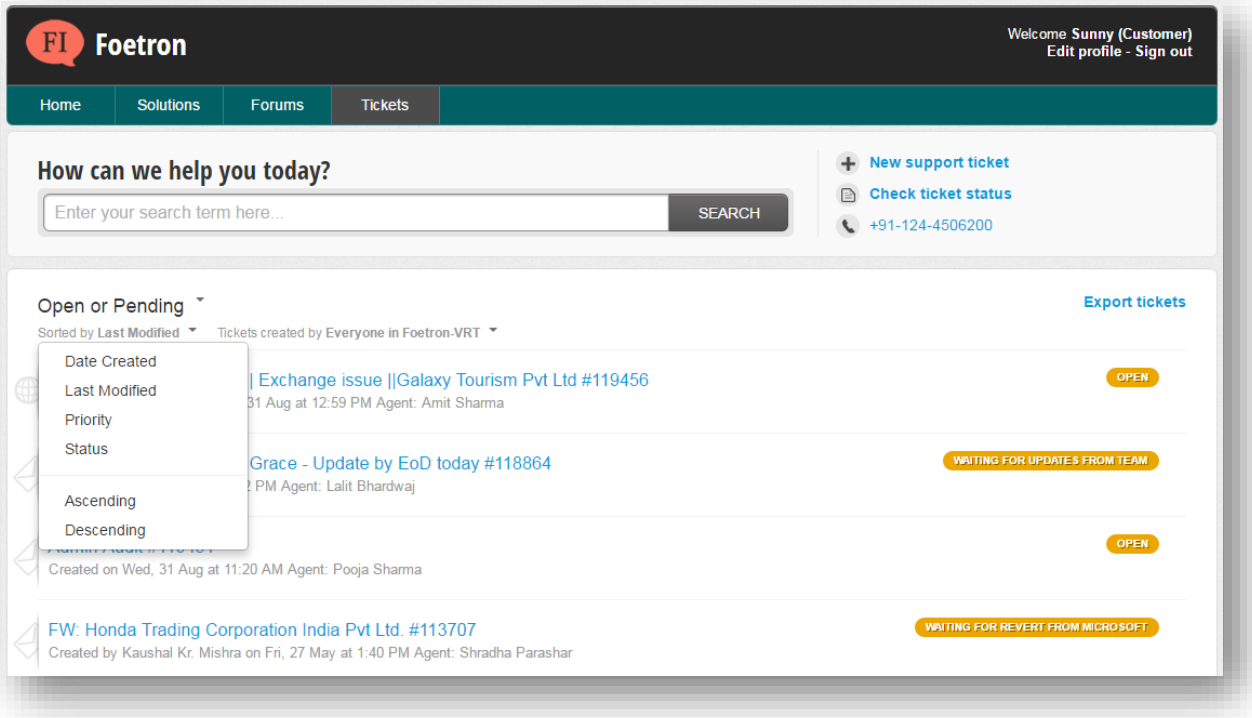
Foetron Customer Support (1)

- How to submit your site to Bing Places

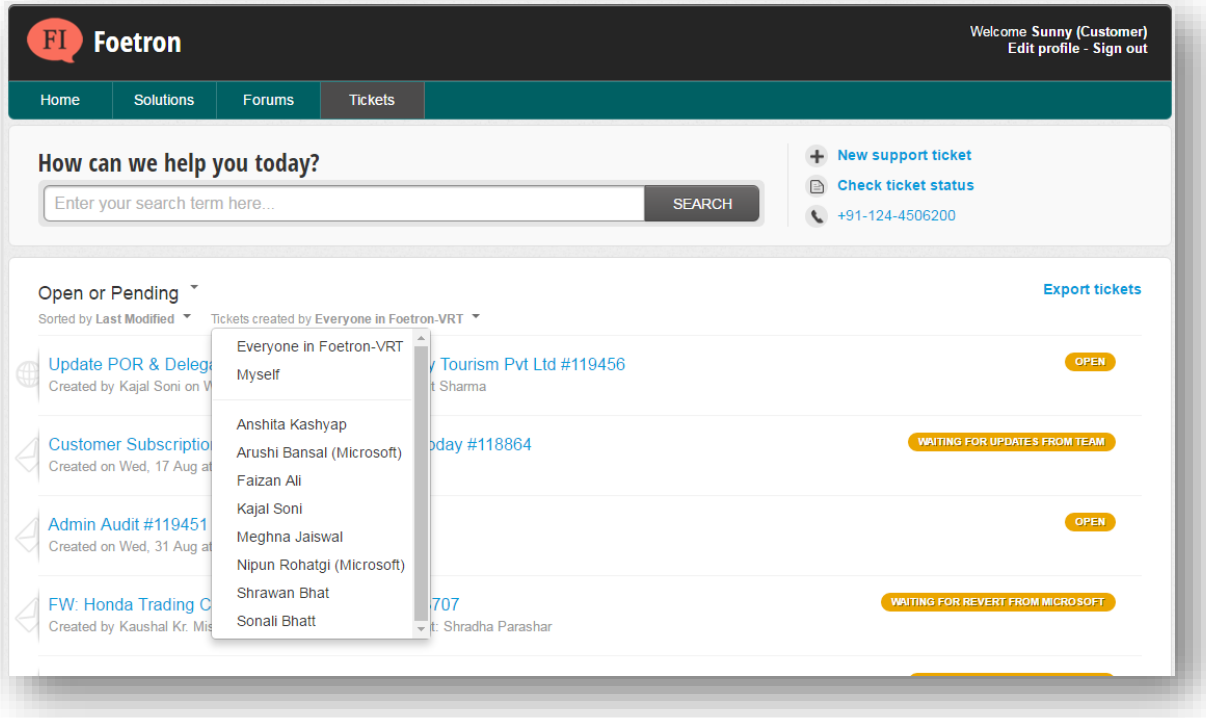
Organization-wide Tickets (Admin only)



Different views



Sorting



Filtering

Microsoft Cloud

Empowered by FOETRON

Reach out to us for any feedback or question at cloud@foetron.com