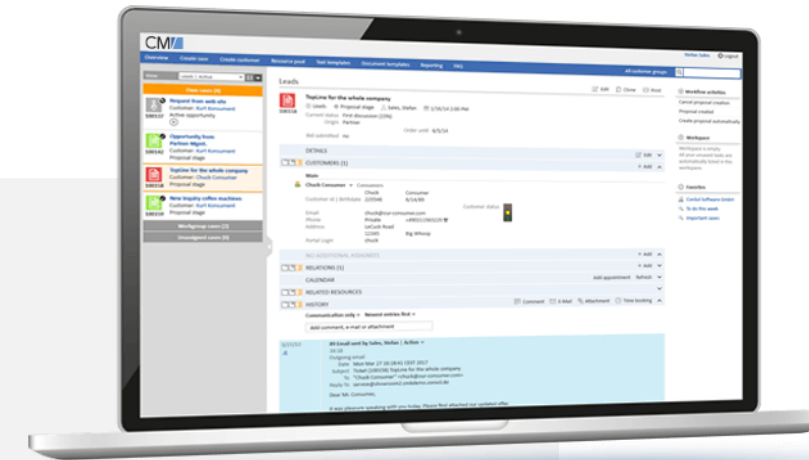


What's New in ConSol CM?

New features and improvements in version 6.11, part 2: 6.11.0.2 up to 6.11.0.4
(for 6.11.0.0 and 6.11.0.1, please see part 1 of this presentation)



CM Welcome to a Landmark New Features Presentation

Dear ConSol customers, dear ConSol CM customers,

We would here like to introduce the new features of ConSol CM version, 6.11., minor versions 6.11.0.2 up to 6.11.0.4.

Since the introduction of the new major version, 6.11, we have further improved the application and would like to show you the new functionalities, for example:

- further performance improvements
- a sales funnel chart as standard feature
- workflow activities in the ConSol CM Portal, CM/Track, for improved interaction between you and your customers

We hope you have fun reading this presentation and getting to know more about the new version. Please do not hesitate to ask us if you would like to see a live demo or if we can help you with any question regarding your ConSol CM system.

Your ConSol CM Product Management & Sales Team



Jan
Zahalka



Engelbert
Tomes



Florian
Fiessmann



Kai
Hinke



ConSol CM version 6.11.1 with numerous improvements will be released in fall 2017! Use, for example, the graphical representation of customer relations!

CM 6.11.0 | The perspectives in this presentation

The following presentation guides you through the **new features of ConSol CM version 6.11**.
Take the following **perspectives** to gain a good overview of what is new and has been improved.



The engineers

Tom and Susan

use the ConSol CM Web Client and have to work on tickets



Your customer

Mr. King

opens tickets in your ConSol CM system.
Might have access to his own tickets if CM/Track is in operation



The administrator

Alf

configures your ConSol CM system using the Admin Tool and the Process Designer



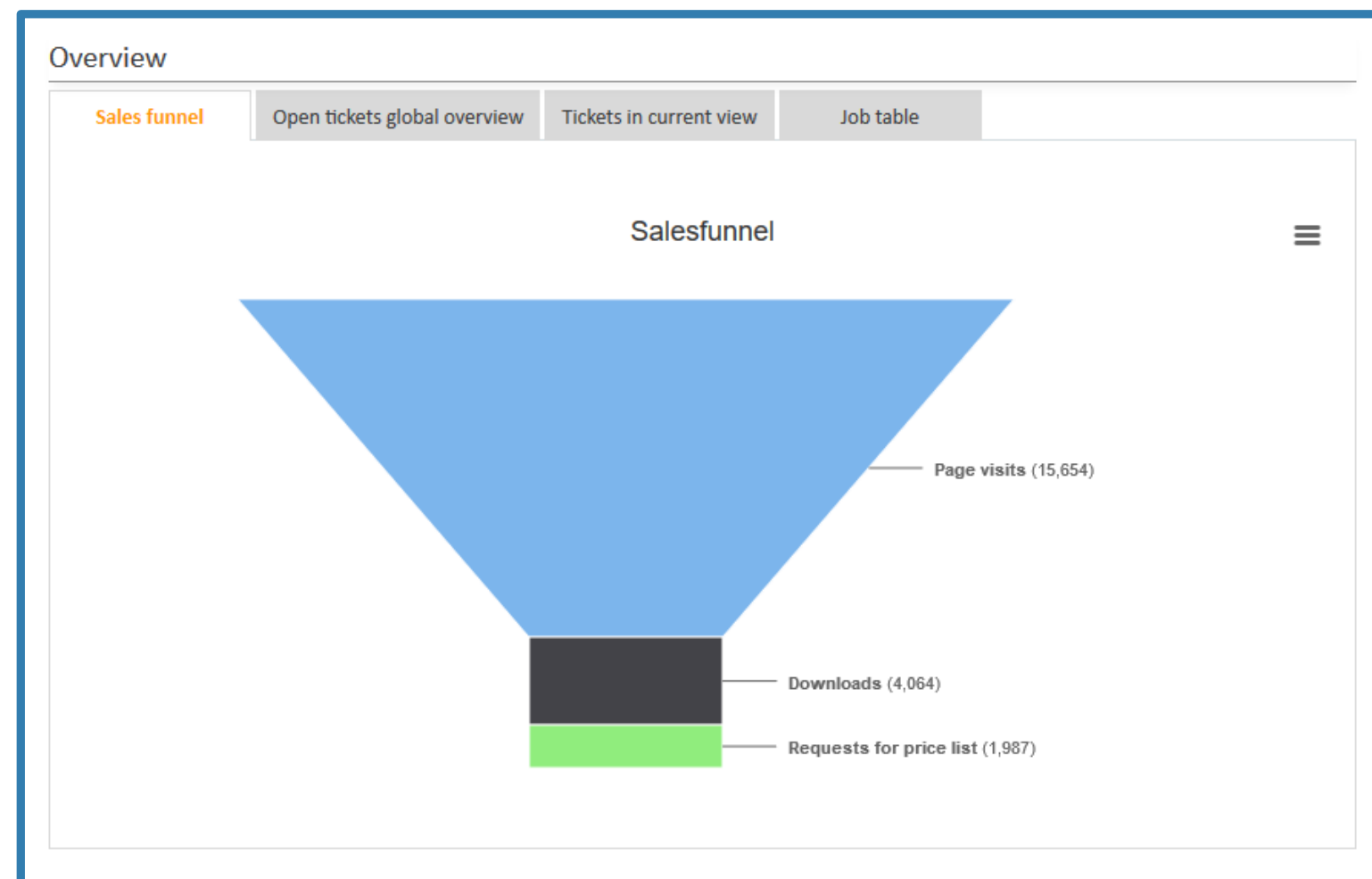
The manager

Marco

is interested in KPIs and good performance of your ConSol CM system



Use a new type of graphic to gain a quick overview of your sales opportunities



*The funnel graphic can be easily adapted to your special requirements in the Sales department.
The funnel will be presented on the Overview page – so you have an overview of your sales chances first thing in the morning.*



6.11.0 | Sort Ticket List By Modification Date

Release Notes 6.10.6,
section 1.2.2



Sort your ticket lists by ticket modification date

The screenshot shows the CM interface with the following elements:

- CM logo
- Navigation bar: Overview, Create new ticket, Create customer
- Filters and Sorting section:
 - View: ServiceDeskAll
 - Filter: All tickets
 - Group by: Engineer
 - Sort by: Modification date (dropdown menu is open)
- Dropdown menu options for Sort by:
 - Creation date
 - Desired deadline
 - HC Priority
 - Modification date** (highlighted with a yellow circle)
 - Module
 - Scope
- Ticket list preview showing ticket ID 100547, customer name, and a timestamp 2/28/17 10:06 AM.

*Be up-to-date about current ticket operations:
check which tickets have been modified recently – or which tickets
have not been touched for a while!*



Your customers can now perform workflow activities using the portal CM/Track

The screenshot displays the CM/Track portal interface. At the top, a blue navigation bar contains the text 'CM.Track', a 'Tickets' tab, 'Create ticket', and 'FAQ'. On the right side of the bar is a user profile icon and the name 'Skywalker, Luke'. Below the navigation bar, a yellow circle highlights a section titled 'Workflow Activities'. This section contains two items: 'Please send status information to customer' and 'Please close ticket (customer request: problem solved or no longer relevant)'. Below this section is a box labeled 'Additional information' which includes a 'Desired deadline' of '25.07.2017 00:00'. Further down, a table shows ticket details: 'Category' is 'other', 'HD Priority' is 'high', and 'Module' is 'misc'. At the bottom, there is a button labeled '+ Add a comment / attachment' and a comment box containing the text '17-07-24 12:16' and 'Please call Mr. Miller (-123)'.

*Provide a new point of contact for your customers!
Increase customer satisfaction and decrease the
workload in the service team!*



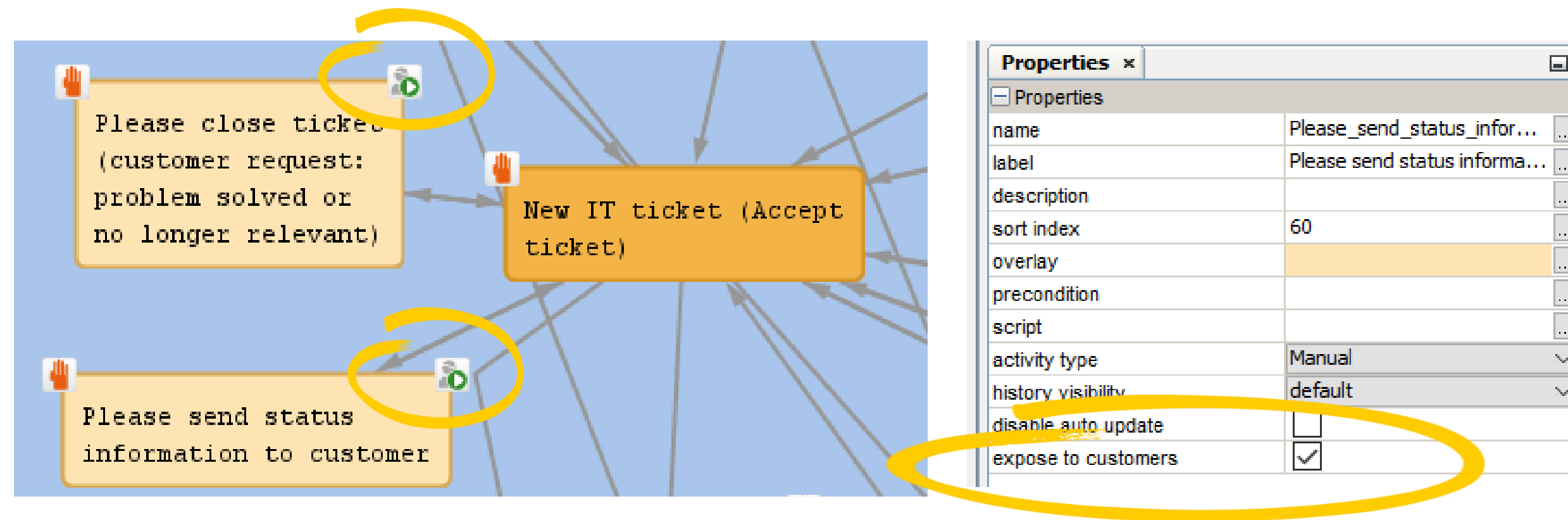
Your customers can now perform workflow activities using the portal CM/Track - even with Activity Control Forms

The screenshot displays the CM/Track portal interface. At the top, there's a navigation bar with 'CM.Track', 'Tickets', 'Create ticket', and 'FAQ'. The main content area shows a ticket titled '100349-001 | Printers do not print on entire campus' with a 'New ticket' button and 'ServiceDesk' label. A 'Workflow Activities' dropdown menu is open, showing options: 'Please send status information to customer' and 'Please close ticket (customer request: problem solved or no longer relevant)'. The 'Please close ticket' option is selected, and a modal form is displayed. The modal form has a title bar with the ticket ID and title, and a close button. The main content of the modal asks the user to 'Please close ticket (customer request: problem solved or no longer relevant)' and provides a text area for 'Please give the reason why you would like your support team to close the ticket:'. Below this, there are two required fields: 'closingReason*' and 'closingReasonText*'. The 'closingReason*' field is a dropdown menu with options: 'Please select', 'Problem solved by customer' (highlighted), 'No ticket required, no problem', and 'Other'. The 'closingReasonText*' field is a text input area. At the bottom of the modal, there's a button labeled '+ Add a comment / attachment'. The background of the portal shows additional ticket information, including 'Category: other', 'HD Priority: high', and 'Desired deadline: 25.07.2017 00:00'. A comment box at the bottom shows a comment from '17-07-24 12:16' with the text 'Please call Mr. Miller (-123)'.

*Make sure that all required information is provided at a certain point in the process:
hear the customer's input, increase your service quality*



Your customers can now perform workflow activities using the portal CM/Track



Simply select a checkbox to activate the activity for your customers



The queue selection in tickets is more comfortable now: an explanation of the queue can be provided

Create Ticket

Customer question about contract of last trade fair in Munich *

Queue: Account Man ▼ Assigned to: Unassigned ▼

Account Management
FAQs
HelpDesk 1st Level
Sales
ServiceDesk
ServiceDeskSpecialTasks

NO CUSTOM

Main
Reseller Company Data

Use this queue for general service requests. For IT-specific support cases, use 1st level HelpDesk queue!

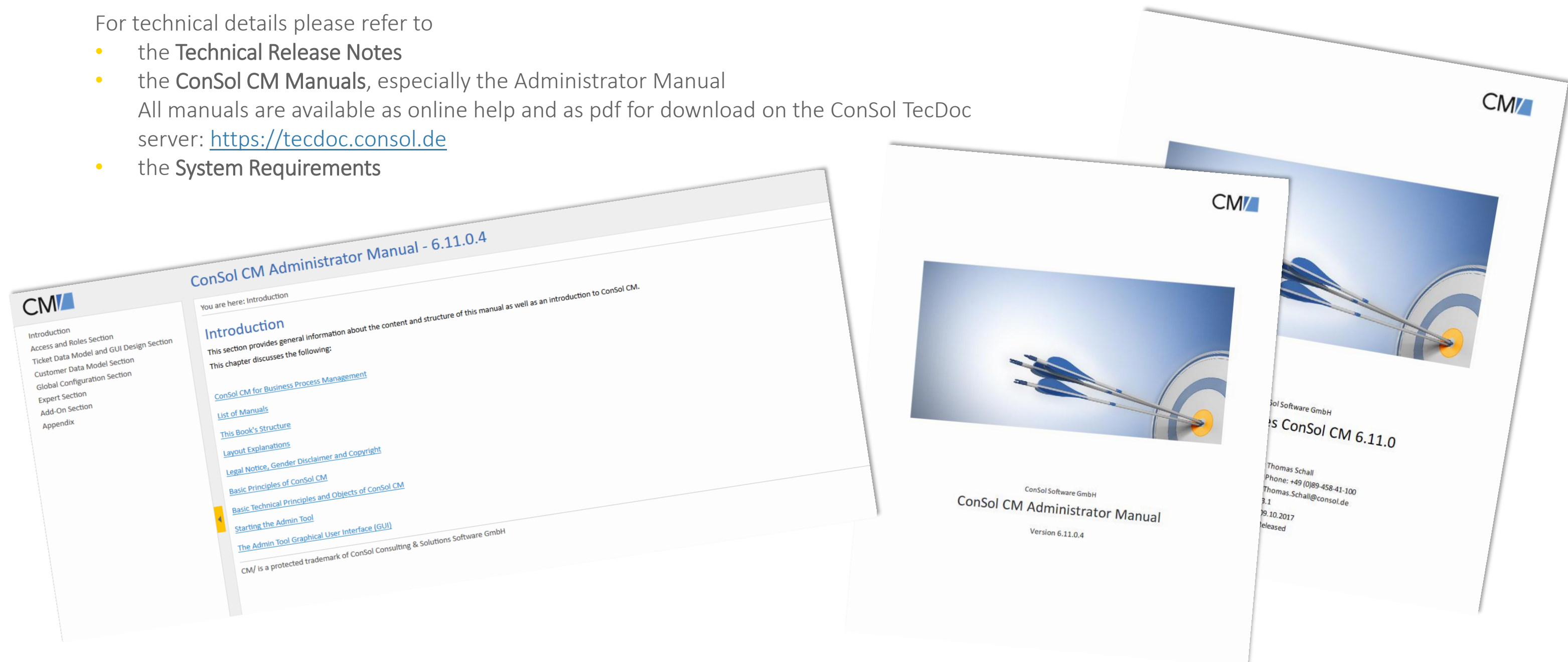
*Help your engineers,
thereby improving process quality and saving work time.*

CM/ 6.11.0 | General Information

In this **New Features** presentation you have seen the most interesting and most prominent features of the new ConSol CM version.

For technical details please refer to

- the **Technical Release Notes**
- the **ConSol CM Manuals**, especially the Administrator Manual
All manuals are available as online help and as pdf for download on the ConSol TecDoc server: <https://tecdoc.consol.de>
- the **System Requirements**



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