



## Newsletter Vol. 11 - Introduction

Softengine News is dedicated to keeping you up to date with the latest information regarding SAP Business One systems, Softengine solutions and Best Business Practices.

### What's New?

#### Spotlight on Module - SAP Business One Customer Service and Support

SAP Business One delivers CRM functionality as part of the application, ensuring full control of customer acquisition, retention, loyalty, and profitability for your business. Tightly integrated functions across marketing, sales, and service provide end-to-end visibility for the complete life cycle.

Service call functions provide support for service operations, service contract management, service planning, customer interaction activity tracking, customer support, and management of sales opportunities.

SAP Business One offers the following service and support functionality.

- Service contracts – Create a regular support or warranty contract for items or services sold to a customer. The contract maintains the start and end dates as well as specific contract terms, which could include guaranteed response or resolution times.
- Customer equipment cards – Maintain detailed information about an item sold to a customer, such as a manufacturer's serial number, replacement serial number, and service call history. Cards also list service contracts assigned to the specific item.
- Customer equipment report – View all equipment and corresponding serial numbers sold to a customer or range of customers.
- Service calls – Review information about all service calls that were created, resolved, or closed on a specified date or within a range of dates. You can restrict the report to see service calls for a specific queue, technician, problem type, priority, item, or call status. You can choose whether to include a view of overdue calls.
- Service calls in the queue – Track and maintain service calls by reviewing the call history related to a particular event. You can monitor the status of a call and assign it to individual technicians or maintain them in a team queue.
- Response time by assignee – Follow the communication between a customer and the service department and track the time needed to properly respond to a single service call.

### Are You a Best-Run Business?

#### Spotlight on Product - SAP BusinessObjects Xcelsius Present

Xcelsius software – comprehensive dashboarding offering from SAP BusinessObjects – can empower your business users and IT department to leverage interactive, reliable reporting and visually stunning, accurate dashboards. Giving you visibility into the timely, relevant data you need to overcome your unique challenges – and succeed in today's economy.


Xcelsius Present is a point-and-click data visualization software designed to create flash-based interactive data presentations from ordinary spreadsheets – and share them via Microsoft Office and Adobe PDF. It enables business users to create professional-looking presentations – and shed light on possible business decisions with the power of what-if scenarios.

#### Product Benefits

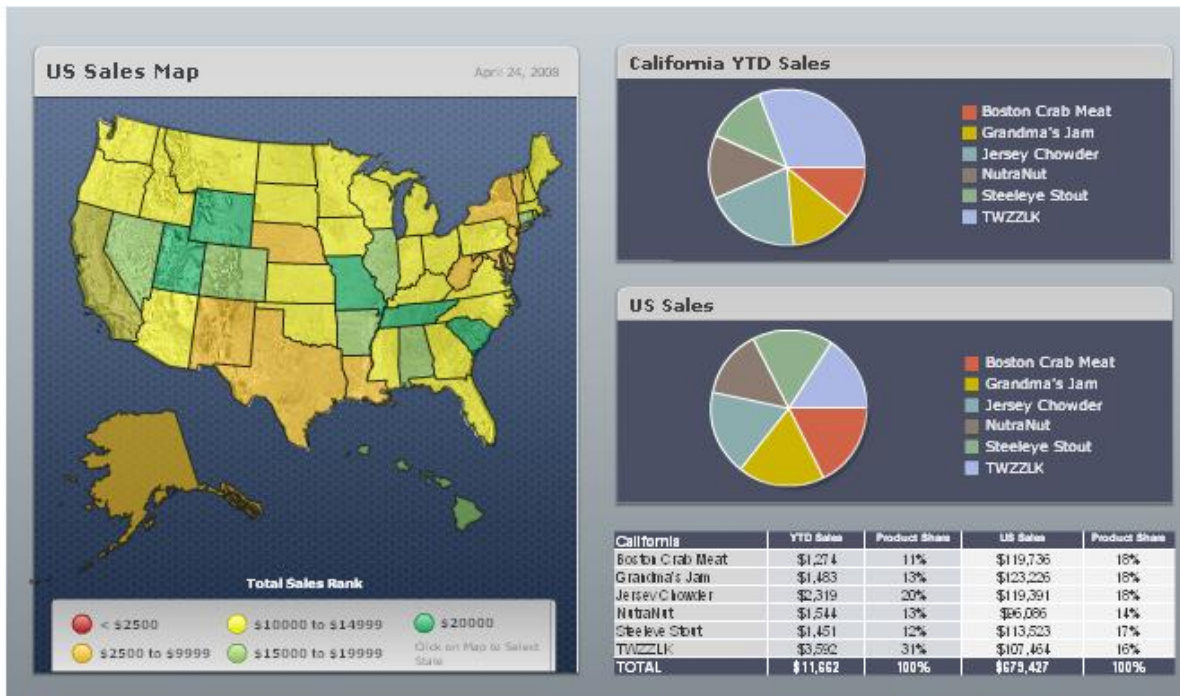
- Create professional-looking presentations in just a few minutes
- Transform rows of data into interactive charts, maps, and more
- Make informed decisions by exploring what-if scenarios
- Engage, inform, and persuade your audience with stunning visualizations
- Design advanced data visualizations by using more than 50 pre-built analytics
- Get started instantly with pre-built templates included with the application

#### Product Example

- **SALES**



**U.S. visual sales model** – This interactive visual sales model shows year-to-date sales by product type and for all fifty United States. It also ranks top-selling states via simple alerts. The chart also contains a table of the actual data values.



Xcelsius Present takes you to a new level of presenting number-intensive reports such as financial results or complex calculations. It is the first—and only—application that lets you transform Excel spreadsheets into interactive data visualizations.

Bring Microsoft Excel spreadsheets to life with interactive charts and what-if scenarios without the need for training or programming.

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