

## NetSuite *Issue Management Module*

### **NetSuite offers the industry's first and only:**

- Built-in, customizable real-time dashboards
- Complete customer lifecycle management

### **NetSuite Issue Management Module includes:**

- Defect tracking
- Enhancement request tracking
- Integrated with CRM
- Closed loop case management
- Version tracking
- Self-service Customer Center

### **NetSuite Issue Management**

NetSuite lets you track and manage defects or enhancement requests with a closed-loop corrective action process seamlessly integrated with support & service. Never let a product or other issue slip through the cracks again. NetSuite Issue Management functionality and processes are seamlessly integrated with customer relationship and case management, providing incredible visibility across the organization as well as externally to customers via their self-service portal.

### **Why NetSuite Issue Management?**

#### **Prevent Defects From Slipping Through The Cracks**

NetSuite offers Issue Management functionality for tracking and managing product development processes, issues and enhancement requests throughout the complete product development and support lifecycle. Issue Management is seamlessly integrated with the NetSuite CRM suite of solutions for a complete, closed-loop system to address customer complaints or cases with case creation, subsequent creation of an internal or product issue, the issue resolution process and eventual case closure. Issues can be used to aggregate multiple customer cases and contains the information needed for issue management and resolution.

#### **Manage Issue Resolution Process**

Issue Management automates and manages the issue resolution process with actionable items — automatic, configurable notifications, a flexible workflow and team collaboration process, real time dashboards and KPIs. It provides ready to use functionality and best practices with the ability to configure and customize processes, values, forms and access controls. It uses a unique, roles and teams concepts providing fine-grain control on what different roles should be able to do from both a workflow and user interface perspective with an interface specifically for product development, quality assurance and product management users.

#### **Track Versions**

Issue management also provides version and build management capabilities with the ability to specify which versions are currently in production, whether or not issues can be reported against it and whether the version is accepting fixes.

#### **Empower Customers with Self-Service**

Finally, the Customer Center provides customers with visibility to the current status of Issues linked to their cases using externally-viewable terminology. It will allow customers to specify the exact conditions when they would like to be notified allowing customers more tracking options.