

Jacada Professional Services

Customer Service Engaged, Customer Experience Assured

Delivering on the customer experience promise takes more than fancy software, more than the fastest systems, even more than a friendly voice on your customer service phone line. The applications and processes at the core of your customer service infrastructure must be aligned and optimized, primed and ready to give your customers the best and most positive interaction possible with your organization.

The Jacada Services team leads a global effort towards creating the perfect customer interaction via solution delivery and support. Our experienced professionals, with their best-practices approach, strategic guidance and industry-specific expertise, conceive and deliver the customer experience solutions required by today's leading service organizations.

The Process of the Perfect Interaction

Jacada has developed a best practices methodology for engaging with you to design and deliver the optimum solution for their specific needs.

Our services strategy is simply: thoroughly understand your business, then leverage innovative technology to improve that business model.

Our consultative discovery sessions are our chance to build deep relationships with your IT and business segments. These discovery sessions are aligned specifically with your needs, dependent solely on your business environment and operational conditions. We can deliver and present a solution prototype which allows us to showcase our capabilities and initiatives in a near real-world scenario.

But this learning process doesn't stop with the discovery phase. By delving into the sometimes multiple lines of business involved with the proposed solution, we have the opportunity to consult with the various stakeholders within the organization and illustrate the solution benefits and ROI at each level. We perform a Business Process Assessment at this point, followed by design documents which specify the level of integration of the solution.



This method of “ask, analyze and verify” creates a Solution Vision, which can be used as a reference for both the Jacada team and your organization's resources.

A Team Approach

At Jacada, we are students of the customer experience, and that's quite evident when you look at our Services team. By taking an active role as consultant to the customer, we learn about our customer's business and processes so that we can develop solutions which will drive a more effective and efficient customer interaction.

The Jacada **Project Manager (PM)** leads the implementation team and balances the competing demands of quality, scope, time and cost. The PM adapts the specifications, plans and approach to address concerns and expectations of the client and administers change control, cost, and risk and issue management.

The Jacada **Solution Architect (SA)** leads the customer/technical interface, provides architectural and technical design leadership, and is responsible for design and execution of load and performance testing strategy.

The Solution Architect also provides server tuning guidance based on testing results and guides architecture reviews and enforcement



Services

of coding best practices and Jacada architectural standards.

The Jacada Business Analyst (BA) is responsible for production of as-is process analysis and to-be design of the business architecture, managing the document functional requirements and the requirements management process along the way.

The Business Analyst participates in detailed functional and operational design activities, including prototyping of options, develops test strategy, and leads test planning activities.

The Jacada Development Manager (DM) manages product consultants, allocation of development work and overall code quality. The DM is responsible for the development lifecycle and technical risks throughout the project. The DM communicates and enforces coding standards and performs code reviews.

As a primary code developer, the DM ensures the project code generated during deployment is not only accepted by customer support, but also supportable.

Long-term Relationships for the Life of Your Solution

Post-deployment, Jacada remains a viable part of your ongoing success. Our Solution Support suite leverages the most cost-effective and useful portions of standard software maintenance and services warranty plans.

Solution Support provides continuing diagnostics and issue resolution support as well as "healthcheck" maintenance and planned solution reviews and roadmap sessions, all delivered by a Jacada resource dedicated to your solution.

Jacada has vast and specific expertise in optimizing customer interaction processes. Our unified service desktop and process optimization solutions are rich and comprehensive, comprised of a customer engagement methodology, products and expertise, to help you improve your call center operations and provide your customers with a consistent experience across all channels.



"We chose to work with the team at Jacada because they are the experts in solving complex customer service issues and because they've proven that they understand the specific business challenges we face as an insurer."

Allison Garretson, Vice President of Operations, Permanent General

The screenshot displays the Alpine P&C customer service interface. At the top, it shows the company logo and navigation tabs like 'Select Role', 'Settings', and 'Help'. Below this, there's a call information bar with 'Call ID: (904) 551-2342 - Inquiry' and 'Status: Ready'. The main content area is divided into several sections: 'Customer Information' (Contact Name: John Loehman, Insured Name: Mary Loehman), 'Policy Details' (Auto-FL 9146662, Fire-FL 993838720, Life-FL 34812600), 'Insured Information' (MARRY LOEHMAN, 1234 WILMAN WAY, JACKSONVILLE, FL 32202), 'Agent Information' (MARK BOWMANN, 219 MAIN ST, JACKSONVILLE, FL 32205), 'Current Policy Information' (Policy Status: Active, Policy Type: PREMIUM AUTO, Term Effective: 09/01/2008, Current Premium: \$ 1,213.34), and 'Call Disposition' (incoming call received, Caller verified successfully, Email changed to mloehman@gmail.com). There are also 'Quick Links' and 'Messages' sections on the left side.



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One of the key components of the Solution Vision is the Solution Prototype, which allows the customer to gain a visual perspective of how their data and applications might be optimized and exposed via the unified desktop.

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 doc. # 60.101.0110