

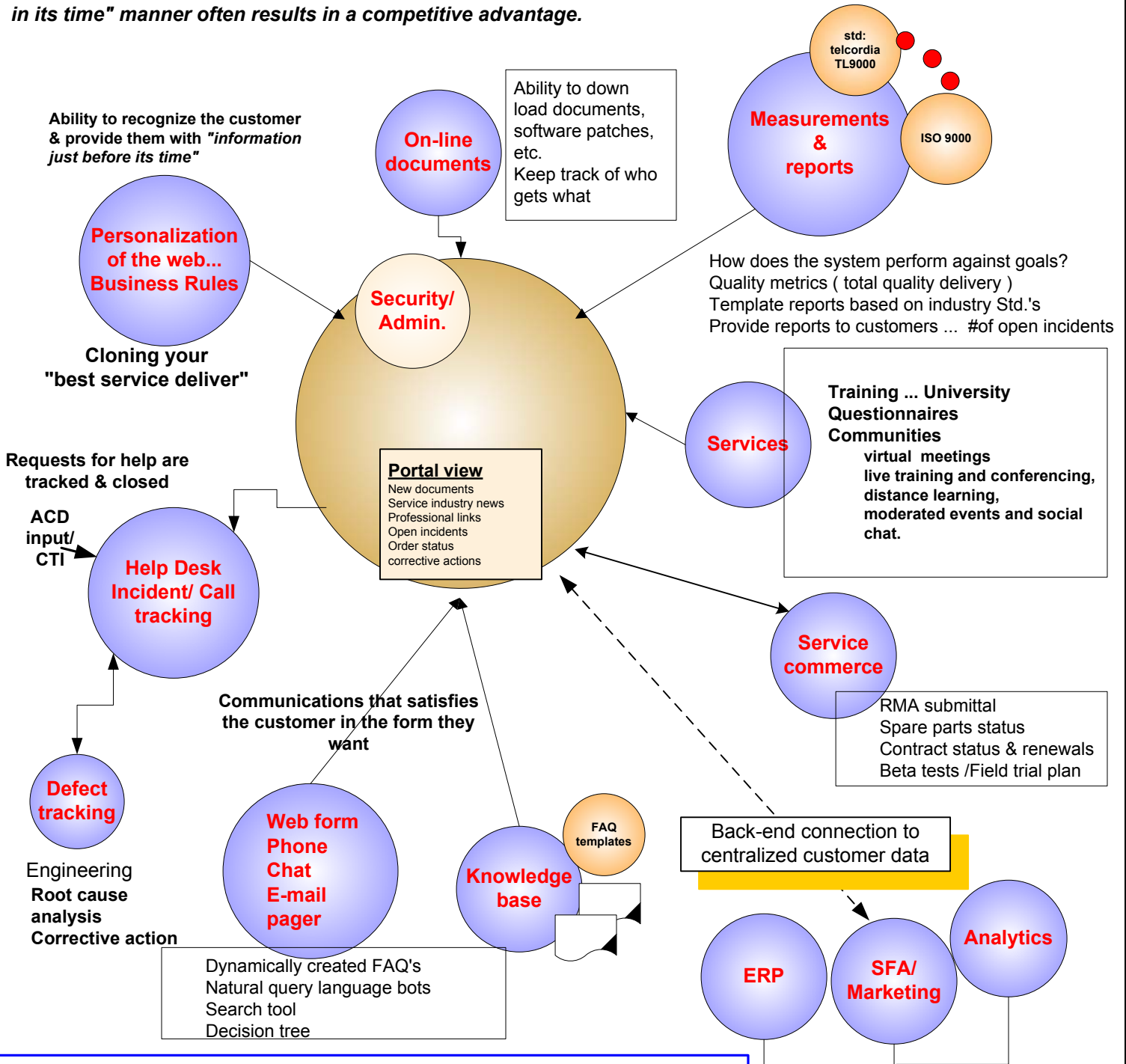


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# Customer Care Functional Map

Using business rules and the web technology to deliver service like your best people.

Information may be the lifeblood of today's modern organization - but the right information delivered in a "just in its time" manner often results in a competitive advantage.



**All customers expect the same three things:**

- Easy Access**- support and service through whatever channel is most convenient to them at any given time
- Personalized Service** - expect business to know them and their history to make service & support better
- Fast Response & Resolution** - want immediate answers to their questions and resolution to their issues. Gives them help when they need it ... fast

Title: <b>Customer care map</b>	
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