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**GETTING ASSISTANCE
THE RIGHTNOW SOLUTIONS
CENTRE**

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Solution Centre Manager



Agenda

- ▶ Introduction
- ▶ RightNow EMEA Solutions Centre
- ▶ Services Overview
- ▶ Product Registration Implementation
- ▶ Cloud Monitor Implementation
- ▶ OSA
- ▶ Requesting Services
- ▶ Summary
- ▶ Questions?

Introduction

- ▶ How are you ensuring your success and investment with RightNow?
- ▶ Can you leverage RightNow in any way to align with these goals and objectives?
- ▶ Are there opportunities to take advantage of existing or future functionality?
- ▶ If you don't have the skills in-house to take advantage of the new features.
- ▶ Engage the EMEA Solutions Centre for a fast track delivery of smaller projects.

RightNow EMEA Solutions Centre

- ▶ EMEA based team of RightNow Consultants and App Engineers
- ▶ Implementation Specialists
- ▶ Fast track for smaller projects
- ▶ Lower lead times
- ▶ Packaged services
- ▶ Clear Deliverables
- ▶ Clear and Consistent Fixed Costs

Services Overview

- ▶ Custom Scope projects < 150 hours
- ▶ Low Complexity Projects
- ▶ Packaged Service Offerings
 - ▶ Upgrades
 - ▶ Pilots (Service, Marketing, Chat, Feedback....)
 - ▶ New Features (Desktop Workflow, Cloud Monitor, Community)
 - ▶ Packaged Customizations (Online Guided Assistance, SMS....)
 - ▶ Outsourced Administrators

Packaged Service Offerings

- ▶ Full list at:

<http://community.rightnow.com/customer/proservices/solutionscentre.php>

- ▶ Agent Scripting
- ▶ Cloud Monitor Implementation
- ▶ Custom Analytics
- ▶ Desktop Workflow
- ▶ Enterprise Analytics Implementation
- ▶ Forward & Track
- ▶ Guided Assistance
- ▶ Knowledge Base Optimization
- ▶ Online Guided Assistance
- ▶ Optimization Engagement
- ▶ OSA Services
- ▶ Postcode lookup
- ▶ RightNow Community Implementation
- ▶ Service, Feedback, Marketing & Chat Pilots
- ▶ SMS Integration
- ▶ Syndicated Customer Portal Knowledge Widget
- ▶ Upgrade Services
- ▶ White Mail

Product Registration Implementation

- ▶ Product Registration enables businesses to capture end-user product registration data to facilitate proactive communication with consumers and provide a seamless experience by providing relevant information based on product registration history.
- ▶ RightNow Solution Centre will provide remote consulting, project management, and configuration to deploy RightNow Product Registration.

Cloud Monitor Implementation

- ▶ RightNow will remotely configure Cloud Monitor for up to 5 users, and educate client on how to leverage the functionality to manage conversations happening about their business in the cloud. Tips, tricks and examples of use cases will be reviewed after configuration is complete
- ▶ RightNow Solution Centre will remotely provide consulting, project management, and configuration based on client requirements

OSA - Outsourced Administrators

- ▶ An OSA contract is a purchased RightNow Consultant for a fixed numbers of hours work per month
- ▶ We help you to make the most of RightNow
- ▶ We maintain your site on your behalf
- ▶ We provide documented best practices focussing on how to improve your system
- ▶ All OSA Consultant's are fully certified experts of the RightNow Solution

OSA - When do you need an OSA?

- ▶ Limited resource to administer your site or high turnover of staff
- ▶ Limited knowledge of the RightNow product
- ▶ Your system requirements are constantly changing as a result of your business needs
- ▶ To enable quick start of operations
- ▶ You require gradual implementation and roll-out of new functionality
- ▶ You anticipate high demand on administration tasks

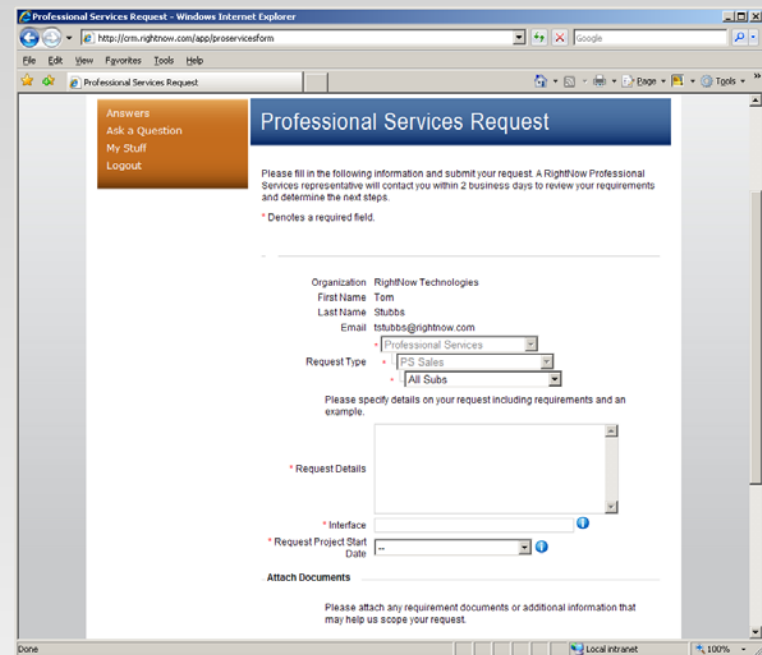
Requesting Services

- ▶ Account Manager
- ▶ Email - solutionscentre@rightnow.com
- ▶ Online Form:

http://crm.rightnow.com/app/utils/login_form/redirect/proservicesform



The screenshot shows the RightNow Communities website. The main navigation bar includes 'Customer Community' and 'Developer Community'. Under 'Customer Community', there are links for 'Discussion Forum', 'Idea Lab', 'Education & Services', 'Events', 'Library', and 'Support'. The 'Education & Services' section is highlighted, and a sidebar on the left contains links for 'Product Tutorials', 'Regional Trainings', 'Virtual Classroom', 'Tune-Up', 'Professional Services Engagement', 'Professional Services Offerings', and 'Stay Informed'. The main content area features a heading 'Education & Services' and a paragraph: 'Leverage RightNow's expertise for your training, consulting, integration, development and more. Our Professional Service experts are available to guide you through implementation, optimizations, integrations, and more, and our trainers offer various educational courses to equip you with the knowledge to get the most out of your RightNow solution.' Below this are three sections: 'Product Tutorials', 'Regional Trainings', and 'Virtual Classroom', each with a brief description and an icon.



The screenshot shows the 'Professional Services Request' form in a web browser. The form is titled 'Professional Services Request' and includes a navigation menu with 'Answers', 'Ask a Question', 'My Stuff', and 'Logout'. The form contains the following fields and sections:

- Organization: RightNow Technologies
- First Name: Tom
- Last Name: Stubbs
- Email: tstubbs@rightnow.com
- Request Type: Professional Services (dropdown menu)
- Request Type: PS Sales (dropdown menu)
- Request Type: All Subs (dropdown menu)
- Request Details: A text area for specifying details on the request.
- Request Project Start Date: A date field.
- Attach Documents: A section for attaching documents.

The form also includes a note: 'Please fill in the following information and submit your request. A RightNow Professional Services representative will contact you within 2 business days to review your requirements and determine the next steps.' and a legend: '* Denotes a required field.'

Summary

- ▶ Identify Business Goals
- ▶ Review Site
- ▶ Indentify Feature/Functionality Requirements
- ▶ One off project or continuous change program
- ▶ Request RightNow services on-line

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