

Training: ECR

Electronic Customer Request



October 13, 2011
Zsuzsanna Papdi



Electronic Customer Request

1. Why?

2. How?

Electronic Customer Request

1. Why?

2. How?

Facing our Customers

Changing the way we are perceived...

Purpose:

Standardizing inbound information
Excluding „dropped cases”

Part of Service effort to digitize
case management:

- ECR (Electr. Cust. Req)
- Siebel
- CAW (Contract Appr. WF)
- WAR (Warranty Appr. WF)
- VOC (Voice of the Customer)
- ...



GEAC Service & Support network

Winnipeg River Manitoba, CA
Sky Tractor, ND
Cascade AC, WA
Central America
Smyrna AC, TN
Caribbean
Solo Aviation
OEM Overhaul Provider Prague, Czech Republic
Russia

Feature Set -- Customer Requests - Windows Internet Explorer
http://supportcentral.ge.com/products/sup_feature_banner_frame.asp?prod_id=170439

Customer Requests
Hello Zsuzsanna Papdi
Personal Items Communities Cases Forms Search
In the News (RSS) Calendar | Feature Set | Ask An Expert
Your download speed is below 100 KB/s (Click for Details)

Electronic Customer Request
M601 Community Portal
Customer & Product Support

Dear Customer:

SupportCentral - Customer Requests Community - Windows Internet Explorer
http://supportcentral.ge.com/products/sup_products.asp?prod_id=170439

SupportCentral - Customer Requests
Hello Zsuzsanna Papdi
Personal Items Communities Cases Forms Search
In the News (RSS) Calendar | Feature Set | Ask An Expert
Your download speed is below 100 KB/s (Click for Details)

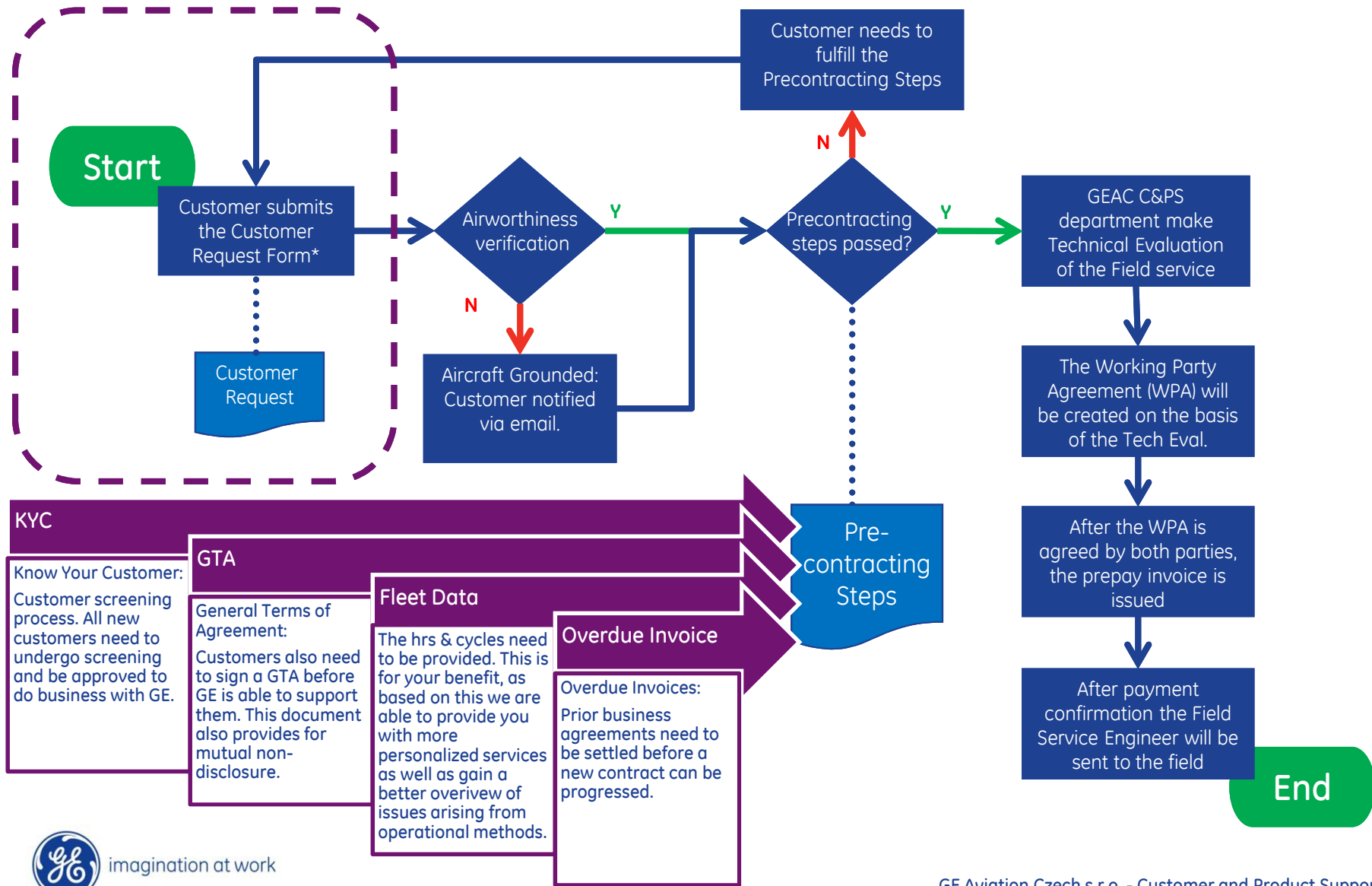
GE Aviation Business and General Aviation Turboprops
Welcome to the GE M601 Community Portal
As a means to improve our services and listening to your feedback provided via the Customer Satisfaction Survey, we have created this homepage to act as a center for all your information needs, requests for service, and inquiries about processes such as extensions, warranties, and so on.
Start browsing, and while you are at it, let us know what else you would find helpful on the page via the survey!
Best regards,
Susanna

Electronic Customer Request
You can raise a new customer request by clicking on the banner above the Welcome Message, or by clicking on "Feature Set" and then "Workflows", there selecting "Electronic Customer Request" (ECR). As we progress in developing the site, future workflows will also appear there.
Here is a direct link to the Electronic Customer Request:

GE Aviation - Business and General Aviation Turboprops Homepage
Visit GE Aviation - Business and General Aviation's homepage to gather information on the Customer and Product Support Team, Sales Leaders, and much more... Click here

Feedback on our Services
Raise your voice
Give us your feedback on the service you use so that we may shape our future plans according to your guidelines with the input of our customers. Thank you for your suggestions to life. Take the survey - click here!

Processing Customer Requests



Old and New



Old procedure:

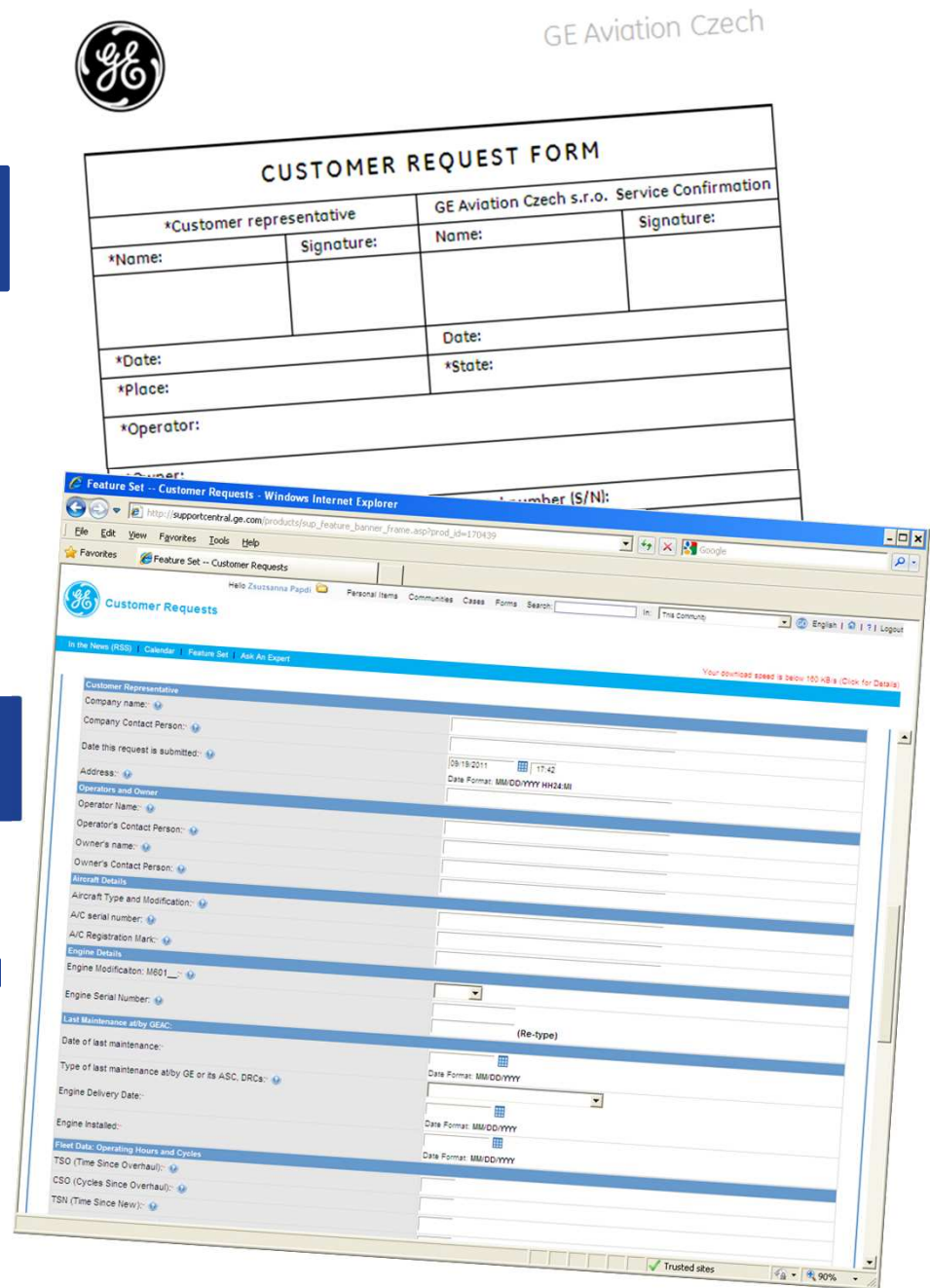
- Illegibility = Mistakes
- Wrong data was entered
- Emailed CR dropped at this point without reaching Siebel



ECR form benefits:

- Always punctual/standard data
- Case never left unattended

Faster, more effective



Electronic Customer Request

1. Why?

2. How?

How is it done?

Registering External Users



External users have to be **individually registered** on GE's Support Central.

This is done with the use of **SSO (Single Sign On)** accounts.

Contact GE Customer & Product Support to start the registration:
geac-customersupport@ge.com

Register a Supplier/Customer

Category: Supplier Customer

First Name: External

Middle Initial:

Last Name: Surveys

Email: npssurveys@hotmail.com

Phone Number: 555-555-5555

Country: United States

State: Connecticut

City: New Haven

Address: SupportCentral

Function: Business Development and Marketing

Preferred Language: English

Primary Expertise:

Business: SupportCentral [Select a Business](#)

Other Associated Business(es): [Select a Business](#) ++ --

Available Communities for Supplier/Customer Access: (Only communities open to the Internet are listed)

Give Supplier/Customer Access To: Net Promoter Score

Send Supplier/Customer Registration Email Copy (Cc) to: [Add](#) [Remove](#)

* These fields are mandatory

GE Aviation Czech s.r.o. - Customer and Product Support



This external user is being registered to the Net Promoter Score Community

Registering External Users

Step 1:

The external users we register will receive an email telling them GE has initiated their registration

```
To : <npssurveys@hotmail.com>
CC : <nathaniel.ellis@ge.com>
Subject : General Electric SupportCentral: How to create your ID

Nathaniel Ellis (nathaniel.ellis@ge.com) has initiated the registration process
to give you access to GE SupportCentral. Please complete the steps mentioned
below to get registered.

NOTE :
* Please complete your registration before date: 2/10/2007 to prevent your
profile from being deleted.
* You will require Internet Explorer version 5.5 or above with 128-bit
encryption.
* Please do not forward this email. The URLs mentioned below are unique for each
individual. Only you can use this email to get registered.
* If you try to log into GE SupportCentral before you account is approved, you
will receive a message saying "Sorry, this internet site is currently not
available to all users."

STEP 1: CREATING YOUR OWN SSO LOGIN ID AND PASSWORD
If you already have a valid SSO userid/account, skip STEP1 and go directly to
STEP2
You must create a GE Single Sign-On User ID (often called your SSO ID). If you
have completed this step before, do not register again. Please copy and paste
the URL below in your web browser to register.
https://www.ge-registrar.com/gecentral/register.jsp?ditbranch=200
```

(This is the first half of the email)

Register External Users

Single Sign On
SSO Registration application

Please provide the following information :
Fields marked with ▶ are required.

First Name :▶ External
Middle Initial :
Last Name :▶ Surveyor
Email Address :▶ npssurveys@hotmail.com ?
Please confirm your email address. :▶ npssurveys@hotmail.com

Please choose a User ID and Password :

User ID :▶ NPSSURVEYS ?
Password :▶
Your password is **case sensitive**, must be at least **8 characters** long, must start and end with a **letter**, and must contain at least **one number**. No **special characters** except ., @, -, _.
Please confirm Password :▶

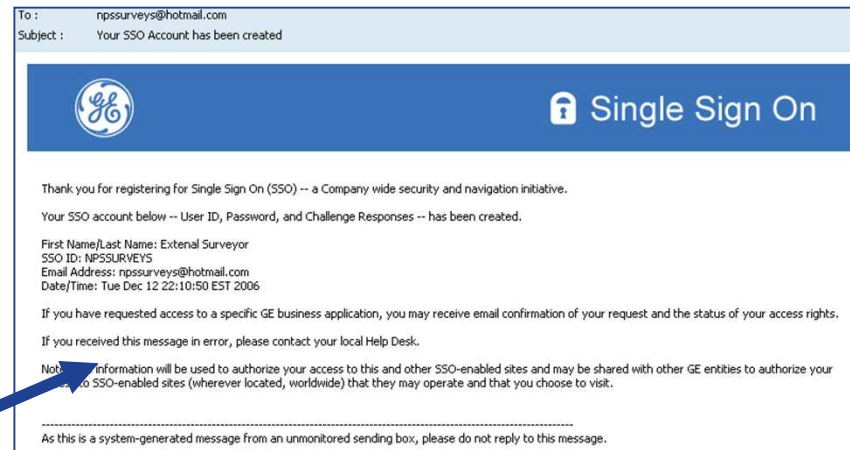
Please select and answer your Password Challenge :

Password Challenge :▶ City of Birth
Challenge Response :▶ Erehwon
This is used to verify your identity in the event you forget your password.

Please enter the word shown in the box below
Enter the code exactly as shown below (case sensitive):▶ Y82zQ
This used to prevent automated registrations.
Y82zQ

Step 2: Register for an SSO

Simply fill out the form where the link from the email takes you



Success!

Register External Users

Step 3: Activate your registration by checking in.

After creating an SSO (or if the user had an SSO already)...

You can do this by clicking the link in the „successful-registration” email, and signing in: By „checking in” you will activate your registration.

STEP 2: ACTIVATING YOUR REGISTRATION

Please copy and paste the URL below in web browser.

<http://supportcentral.ge.com/facilitator/vc.asp?p=1923142&c=Us6B5x0Wqx>

You will be prompted to login. Please use the SSO ID and password you created in STEP 1. After successful login you will get a confirmation message that your profile has been authenticated successfully.

STEP 3: APPROVAL OF REGISTRATION

Nathaniel Ellis will be notified that you have authenticated your profile successfully and must then activate your account. You will receive a confirmation email when this has been done. Only then will you be able to access GE SupportCentral. (@ <http://supportcentral.ge.com>)

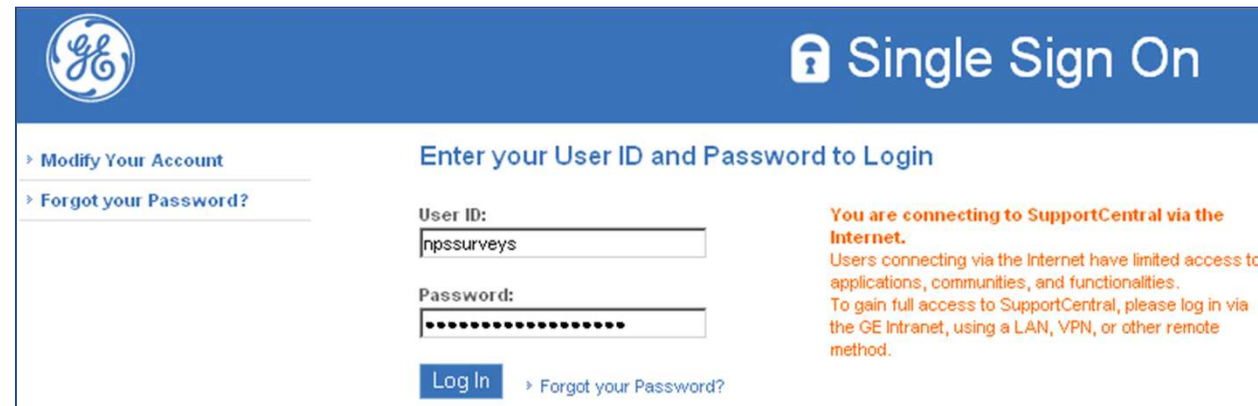
If you have questions regarding the registration process, please email Nathaniel Ellis at nathaniel.ellis@ge.com.

GE SupportCentral - Share Knowledge, Find Answers
Please provide us your feedback.

Registering External Users

Step 3: Activate your registration by checking in.

At the link destination, users have to sign in with the username and password they registered for themselves.



The screenshot shows the GE Single Sign On login interface. At the top left is the GE logo. At the top right, it says "Single Sign On" with a lock icon. Below the header, there are two links: "> Modify Your Account" and "> Forgot your Password?". The main heading is "Enter your User ID and Password to Login". There are two input fields: "User ID:" with the text "npssurveys" and "Password:" with a masked password. Below the password field is a "Log In" button and a link "> Forgot your Password?". On the right side, there is a warning message: "You are connecting to SupportCentral via the Internet. Users connecting via the Internet have limited access to applications, communities, and functionalities. To gain full access to SupportCentral, please log in via the GE Intranet, using a LAN, VPN, or other remote method."

One last approval from GE (C&PS) after the activation / authentication.

Profile Authentication is Successful

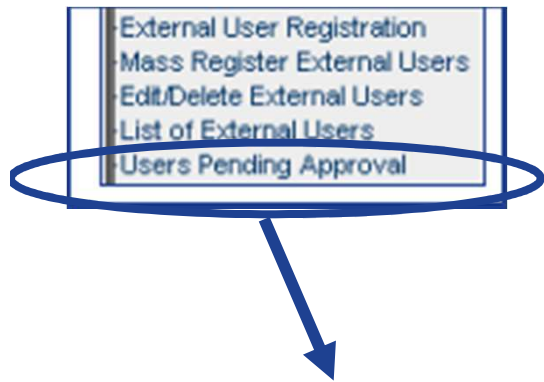
For security reasons , Nathaniel Ellis would be required to provide a final approval for your enrollment to SupportCentral. You should receive an email shortly , indicating the approval.

If you do not receive one in a reasonable period of time , please contact the following :-

Contact Person : Nathaniel Ellis
Phone : 203-787-7048
Email : nathaniel.ellis@ge.com

Register External Users

From then, it's up to us at GE again:



Once the external user has checked in, the **person who registered them** must give them **final approval** before they can access their community

EXTERNAL USERS YET TO CHECK IN WITH SET-UP CODE							Get help
All Users registered by you have checked in using their Set-Up Code.							
EXTERNAL USERS WAITING APPROVAL AFTER CHECK IN							
Name ▲	Email	Class	Date Registered	SSO ID	Accept	Edit	
External Surveys	npssurveys@hotmail.com	Supplier	12/12/2006 9:52:44 PM	npssurveys	<input checked="" type="checkbox"/> Accept	edit	

Register External Users

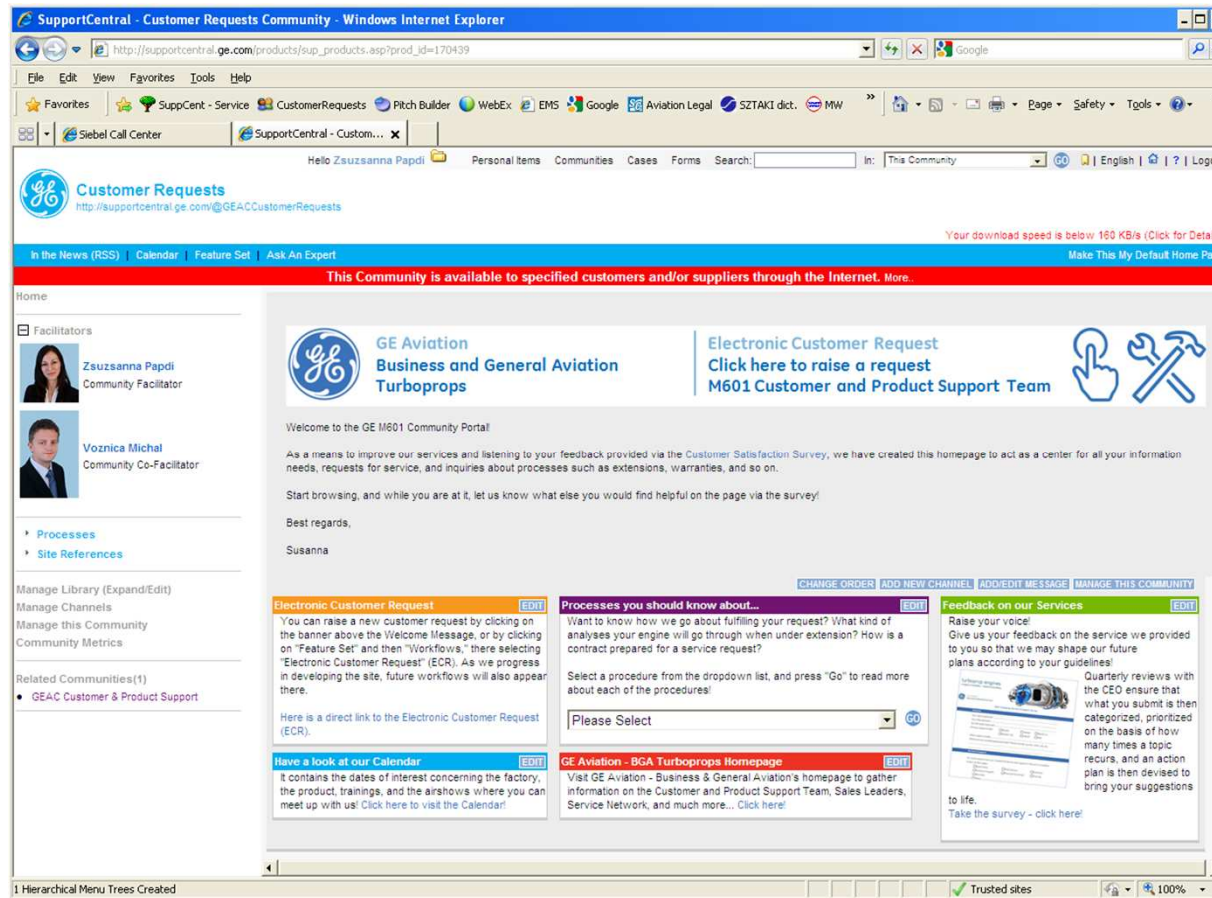
External user registration complete.

This is what customers will see when they log on

The screenshot shows the GE SupportCentral user interface. At the top left is the GE logo and the text "SupportCentral Innovation Starts Here". To the right, there is a navigation menu with links for "English", "Personal Items", "Communities", "Cases", and "Forms". A "Hello External Surveys" section includes links for "View/Update Profile" and "Logout". A prominent "Communities" link is displayed in orange. Below the navigation bar, there are tabs for "Home" and "My Cases", and a link to "Make 'My SupportCentral' as my default Home Page". On the left side, a cartoon penguin character is shown with the text "Need Help? I can help you ask a question, or give you a quick introduction to SupportCentral." On the right side, there is a "Communities | Subscribe To" section with a "Browse Communities/(Un)Subscribe" link. Below this is a table titled "Communities I Subscribe To" with a header row and one data row containing "Communications" and "Net Promoter Score". At the bottom of the page, there is a copyright notice: "© 2000-2006 General Electric Company".

So let's have a look...

<http://supportcentral.ge.com/@GEACCustomerRequests>



Thank you.



