



STONE COBRA

SOLUTIONS FOR WORLD-CLASS CUSTOMER SUPPORT

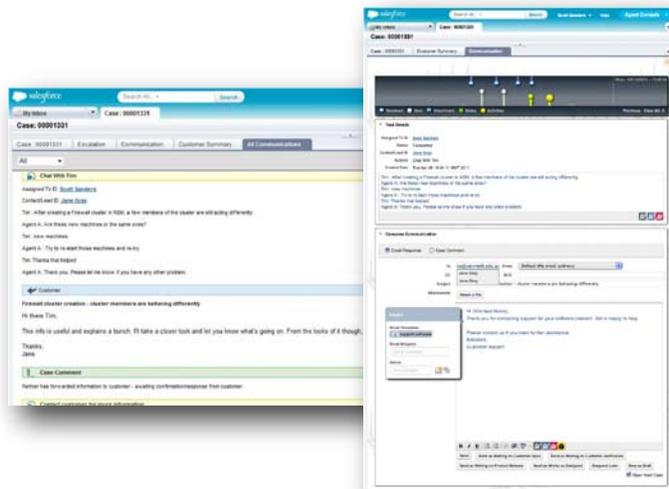
Get Results!

Extend the Service Cloud™ for high volume, complex or global support

Stone Cobra's Apps for the **Service Cloud™** are built for modern, **world-class support centers**. Our design minimizes clicks, provides a web 2.0 user experience, propels power users, enables real-time training, and deeply integrates best practices for support center **efficiency**, employee **engagement** and **customer satisfaction**. Years of experience working with leading customer support organizations in industries such as financial, automotive, high-tech, insurance, health care, retail, manufacturing and government is distilled into our applications. Find out what Stone Cobra's Apps can do to **transform your support center...**

High Volume Case Responder

Turbocharge the Service Cloud to give your customer support center the tools it needs for fast and effective responses to high volumes of cases submitted through emails, web forms and customer portals.

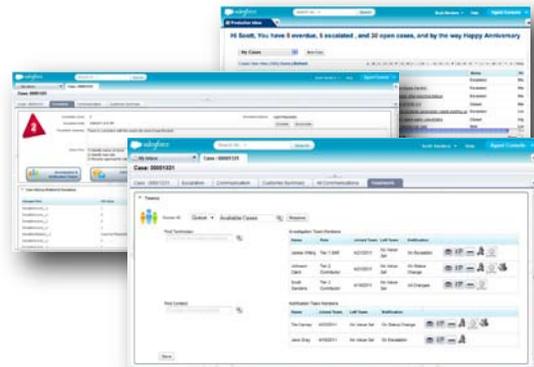


Knowledge Centered Support

The frontline tool enabling support agents to get the full value of KCS by seamlessly using it inside their normal case management process. Don't settle for a partial integration that gives you minor returns and frustrates your agents. Demand deep, automated KCS processes that engage your support agents and yield high savings!

Advanced Case Management

An essential application for distributed support centers to work together effectively! Experience the intelligence of *adaptive routing*. Get supercharged with the *productive inbox*. Bring the right people together with *investigation teams* and *follow-the-sun processes*. Use all the features of Advanced Case Management to work smarter, not harder!



KCSSM was developed by and is a service mark of the Consortium for Service Innovation, www.serviceinnovation.org

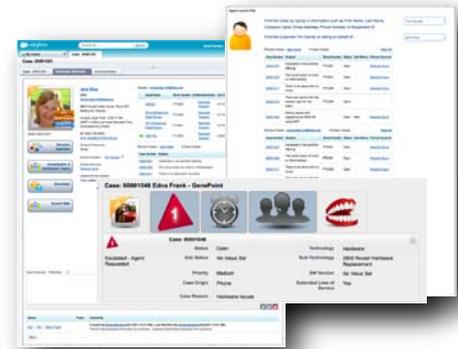
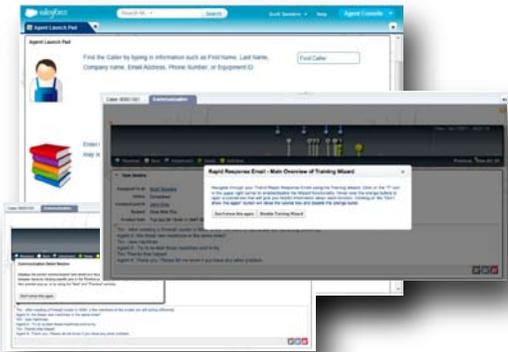
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KT ResolveSM is a service mark of Kepner-Tregoe

Service CloudTM is a trademark of salesforce.com

Agent Productivity Tools

Stone Cobra's Agent Productivity Tools simplify the case management process. Cases have field after field after field of potentially important information which leaves the agent with a sea of data to consume and evaluate. There is a better way! Agent Productivity Tools increase agent efficiency and reduce training time in an instant!

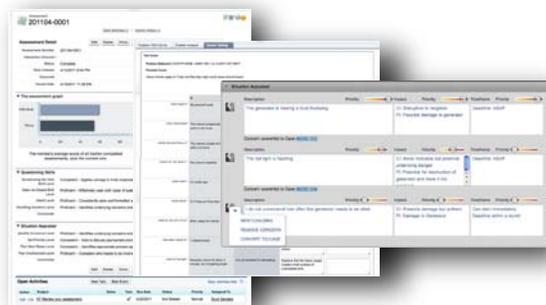


Real-Time Training & Coaching

Bring training into the heart of case management. Empower new agents to be effective immediately and reinforce best practices among all agents. With the Real-Time Training Wizard and Agent Launch Pad, agents are skilled case managers in a fraction of the time. Proficiency Coaching & Assessments promote a rapid learning network of experts and agents.

Problem Management

Increase support capacity by eliminating duplicate work. Problem Management enables your support team to quickly identify issues affecting multiple customers, analyze the source of the issue following ITIL® best practices for *root cause determination* and group similar issues for future resolution. Instantly manage hundreds or thousands of related cases through a single Problem!



Kepner-Tregoe Resolve

Resolve cases faster using Situation Appraisal troubleshooting and Problem Analysis root cause determination. Improve your Kepner-Tregoe (KT) expertise with integrated Coaching & Assessments. Experience the efficiency of the industry leading KT ResolveSM methodology integrated effortlessly into the Case and Problem Management flows.

Why Choose Stone Cobra?

KCSSM Innovators: Stone Cobra employs some of the top contributors to the KCSSM community and was awarded Innovator of the Year from the Consortium for Service Innovation in recognition for the year-over-year contributions that we have made to the KCSSM community. Stone Cobra is a major contributor to the KCSSM standards and has designed this application to enable the best-in-class processes defined in the KCSSM practices.

Industry Leaders: Since 2001, Stone Cobra has been making a mark on the technology industry as a business innovator and best practice leader for Customer Support with a proven track record of quality and distinction. With experience in industries such as financial, automotive, high-tech, insurance, health care, retail, manufacturing and government, our characteristic approach has shaped the industry up-and-comers along with Fortune 500 and Global 1000 companies.

For more information contact sales@stonecobra.com