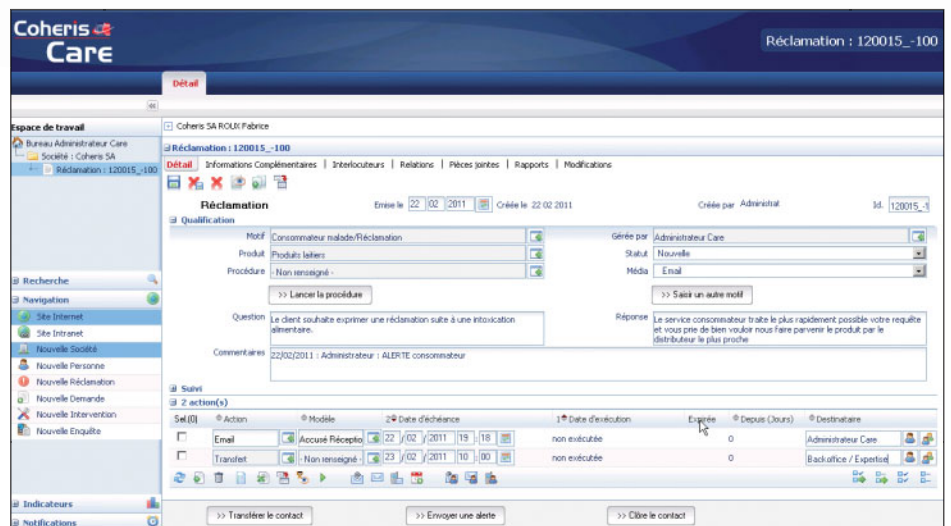


Coheris Care is the client relationship management solution, dedicated to client support.

Coheris Care supports you in implementing your client relationship strategy and assists you in better organizing your internal processes, optimizing customer interactions and effectively controlling the activities of your team.



Complaint Module: collaborative management of a complaint

References

More than 1,200 companies, from SMEs to multinational corporations, have already placed their trust in Coheris in over 80 countries.

- Allianz
- Carrefour
- SEB Group
- Henkel
- Kraft Foods
- La Française des Jeux
- L'Oréal
- Paris City Council
- Maroc Telecom
- Nestlé
- Sanofi-Aventis
- SC Johnson Wax
- Total
- ...

When the consumer becomes a "consumer-player"

Through global communication, facilitated by cellular telephones and social networks, consumers are becoming experts, more influential and volatile.

The key to customer loyalty and obtaining new ambassadors is an agile and efficient customer service, supported by a rich and structured knowledge about customer interactions.

The agility of your customer support service

Coheris Care is the agile answer offered by Coheris to accompany your relationship strategy and optimize your customer service and call centers. Using Coheris Care:

- Increases the efficiency of your contact center and ensures quality in the service offered,
- Capitalizes on the knowledge gained from each customer contact, whatever the communication channel,
- Anticipates customer needs and allows your teams to better respond in order to be more attentive,
- Measures and analyzes the performance of teams to ensure customer satisfaction.

Ready and available in SaaS, Coheris Care can be immediately operational, with a very low investment while maintaining full freedom to subsequently develop into other client relationship functions.

To go further

Thanks to Coheris CRM, your Coheris Care solution can be extended to drive sales (Coheris Sales) and to manage your Marketing operations (Coheris Campaign), creating a very consistent and comprehensive CRM solution.



Drawing benefits from social communities and networks

To listen and address social networks and communities like Facebook, Twitter, etc. Coheris Care offers Social CRM. When connected to the main discussion forums sites, Coheris Care allows you to collect trends, customer expectations and detect influential voices who could become your future ambassadors. This new customer knowledge feeds into analytical and predictive technologies used to generate new growth drivers and competitive advantages.



Technical Features

Based on Java/J2EE technology, Coheris Care is an "SOA Ready" application that meets Microsoft standards, and is in Open Source systems.

- Serveurs d'application : Websphere, Weblogic, JBoss
- Navigateurs : Internet Explorer, Firefox, Chrome
- Bases de données : Oracle, SQL Server, DB2, MySql et PostgreSQL

Ready to Use Features

Constituting the core of your customer service, Coheris Care offers you a wide range of special features:

Strengthen your customer requests

- Extended customer record (B2C, B2B)
- Complaints, information requests, support/helpdesk

Welcome, qualify and respond

- Assisted recognition and SVI, CTI, "click to call" integration, etc.
- Knowledge base, FAQ, script qualification
- Library of standard responses: mail, email, etc.
- Management of compensation, litigation, indemnification

Ensuring quality of service and engagements

- Define and respect QoS, Service Level Agreement (SLA)
- Managing collaborative workflows, escalations, alerts

Communicate and measure customer satisfaction

- Information campaigns, reminders, etc.
- Survey Satisfaction, Net Promoter Score (NPS)

Drive your performance and your team

- Your KPIs: response rates, availability, SLA compliance.
- Analysis of requests based on several axes: products, customers, etc.



Knowledge database and Activity Dashboard (KPIs)

An SaaS or client/server model that fits your needs

Coheris Care

- Client Repository
- Managing requests and complaints
- Released DTP: letters, emails
- Operational reporting
- Expansion by functional setting
- Online platform and support

MyCoheris Care

All Coheris Care features, plus:

- Customize screens, business rules, controls, ergonomics, etc.
- Integration with your IT system, e-commerce sites, etc.
- Reporting to suit your needs

Coheris: A Brief Overview

A French publisher on topics in the areas of customer relationship management, analytical control, and predictive analysis, Coheris places actionable knowledge in the heart of its uses and business strategies.

More than 1,200 companies, from SMEs to multinational corporations, have already placed their trust in Coheris in over 80 countries.

Coheris supported by an extensive network of consulting and integration partners and its own experts to provide its customers with solutions that are at once operational, analytical and predictive of the service rendered by their performance.

Coheris has been listed on the NYSE Euronext Paris exchange compartment C since June 30, 1999 (ISIN: FR0004031763 / ticker: COH) and is eligible for FCPI.

More information about Coheris can be found at: www.coheris.com

Coheris

22 quai Gallieni
92150 Suresnes
Tel.: +33 (0)1 57 32 60 60
Fax: +33 (0)1 57 32 62 00

Les options

- **GATEWAY / CHANNEL**: interface with your various systems and incoming communication channels (Forms, Email, etc.)
- **Social CRM**: Connector for social networks, with community animation services and a fan box
- **CARE Analytics**: dashboards, KPIs and Customer Service Indicators