



cicero

power to the PEOple



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# Issue Tracking and Event Management for Your PEOple



# The Intelligent Use of



**Faster response time, better answers, and more communication all lead to a better client experience. And a better client experience leads to better client retention. These are what are achieved by using Cicero.**

**Designed with the PEO/ASO in mind, Cicero allows these organizations to record, track, and manage the important client issues, calls, and business processes that are most critical to success. By focusing on the management and organization of your business information, Cicero provides the necessary tools to achieve the highest levels of client satisfaction, internal organization, and communication while providing a measurable reduction in costs.**

## **Increase Client Retention**

Cicero can be at the center of your Client Service initiatives. By increasing communication, providing more organized information, and reducing the time of problem or question resolution with your client, you can enjoy an even higher rate of client retention.

Cicero's unique design allows for you to record, track, and manage all aspects of client interaction and ensure that no request or question goes unresolved. With its robust tracking features, you can report to your client the amount of time you have spent on their issues throughout the year and what that equates to in dollars based upon the type of resource needed to respond to the issues (i.e. human resources professional, payroll specialist, risk manager, etc.). This can be very powerful information when it comes time for contract renewal.

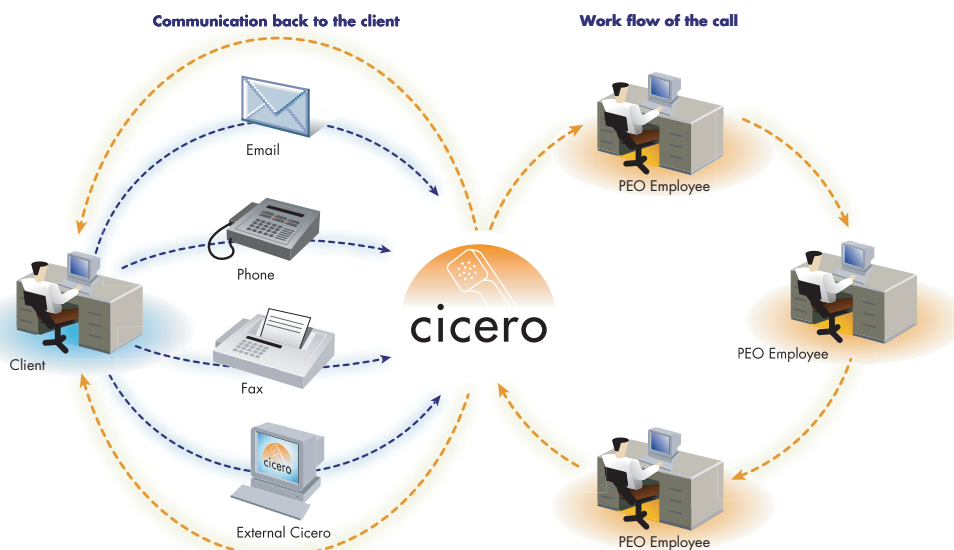
## **Web-based/Centralized Information**

Cicero is completely web-based. Designed for low-cost, easy delivery to end-users, Cicero requires only a browser to be used. Since there is no software to be installed, Cicero can be deployed seamlessly across multiple locations and offices.

Because your data is in one central location, you no longer need to incur the additional time and costs of maintaining multiple databases and merging that information together for reporting purposes (not to mention the duplication of effort). Additionally, the cost of high-speed lines for accessing non web-based applications can be eliminated with Cicero's web design. When your employees visit a client, they have access to all pertinent information from a simple web browser. This can lead to more productive and satisfying meetings with your clients.

## **Low Cost of Implementation**

With Cicero being a completely web-based application, it's design is based on ease of implementation and ease of use. Understanding that your operations cannot be interrupted to incorporate new technology, Cicero is an "out-of-the-box" solution that can be in production within a day. While advanced features can be implemented as desired, your employees can begin tracking your important client and business information on the first day of using Cicero. There is no need for extensive consulting or training sessions, programming customizations, or integration with other 3rd party products.



**Cicero tracks the critical information flow within your organization. Whether the information initiates from the client or employee, or you are tracking an internal business process, Cicero records, tracks, and reports on all aspects of the issue or event.**

**A problem or question is received from a client or employee via email, telephone call, fax, or through the external caller feature. The "call" is then recorded into Cicero and assigned to the appropriate resource based upon pre-defined settings in Cicero to ensure the quickest resolution. Depending on the issue, multiple resources may need to act. Once resolved (and throughout the process) the client or employee is kept up-to-date on the progress until resolution is reached.**

# Information

## Lower Costs of Support/Faster Resolution to Problems

With Cicero's automatic email notification, escalation procedures, and follow up routines, client and employee issues can be resolved and closed in much less time, thus reducing your cost of support per issue. Your client service representatives can resolve more issues in the same amount of time. Since Cicero can track all aspects related to a particular issue or event, fewer problems will be encountered because something from a client or employee goes unresolved or is lost.

Cicero's External Client Access capabilities allow your clients and employees to enter their own issues and track the status of these, without intervention from you. This requires fewer resources on your end to provide the same level of information and service.

## Flexible

Cicero is designed to work within the framework of your organization. With facilities to rename tables and fields, designate required fields for data entry, and robust security and user-access settings, Cicero can be customized to meet your specific business needs. This can reduce training and implementation costs considerably since your employees will be familiar with the information and terminology presented.

Individual users can also customize their own "sessions". They can create "personal views" of information and quickly access the desired information. They can spend their time responding to issues rather than determining what issues to respond to first.

## Supports Multiple Business Areas

Cicero's reach can span across your entire organization. Since information management is critical in any aspect of your business, Cicero can be used to manage processes within each business

The screenshot shows a web browser window displaying the Cicero Call Directory. The interface includes a search bar, a table of call records, and a sidebar with navigation options. The table contains the following data:

Call ID	Date	Client	Caller	Call Type	Priority	Status	Action	FollowUp	To
232	5/14/2003 1:44:12 PM	AnytimeDelivery	tom.weingartner	AA Unknown	2-High	00 New	Assigned	5/15/2003 1:44:00 PM	TOM/V w/whr
231	5/12/2003 5:07:31 PM	JaviersWine	Beverly Quinn	AA Unknown	2-High	00 New	Assigned	5/13/2003 5:07:00 PM	TOM/V Need
230	5/12/2003 4:10:26 PM	JaviersWine	Beverly Quinn	AA Unknown	2-High	00 New	Assigned	5/13/2003 4:38:00 PM	DC I hav
229	5/12/2003 4:02:28 PM	Greg's Barber	Ken Lance	Payroll	2-High	00 New	Assigned	5/13/2003 3:02:00 PM	tackerman Ken v
228	5/12/2003 2:45:32 PM	AnytimeDelivery	Bob Marshall	AA Unknown	2-High	00 New	Assigned	5/13/2003 2:45:00 PM	TOM/V test e
226	5/12/2003 10:55:10 AM	AnytimeDelivery	tom.weingartner	AA Unknown	2-High	00 New	Assigned	5/13/2003 10:55:00 AM	TOM/V is the
225	5/12/2003 10:35:55 AM	CliffsAuto	Dave Leonard	ChildSupport	2-High	99 Closed	Assigned	5/13/2003 10:40:00 AM	CU
224	5/12/2003 10:11:29 AM	AnytimeDelivery	Jerry Buchanan	VQ2	2-High	99 Closed	Assigned	5/13/2003 9:23:00 AM	TOM/V empic
222	5/9/2003 3:47:06 PM	CliffsAuto	George Baker	ChildSupport	2-High	00 New	Assigned	5/12/2003 3:47:00 PM	demongr
221	5/9/2003 3:41:59 PM	AnytimeDelivery	Bob Marshall	AA Unknown	2-High	50 Follow Up	Assigned	5/16/2003 1:33:00 PM	TOM/V Bob c
218	5/9/2003 2:31:21 PM	Harrys	James Winton	Benefits	3-Medium	00 New	E-Mailed	5/12/2003 2:27:00 PM	CU
217	5/9/2003 2:31:21 PM	Harrys	Davis Yount	Benefits	3-Medium	00 New	E-Mailed	5/12/2003 2:27:00 PM	CU
216	5/9/2003 2:31:20 PM	Harrys	Bethany Gray	Benefits	3-Medium	00 New	E-Mailed	5/12/2003 2:27:00 PM	CU
215	5/9/2003 4:51:45 PM	CliffsAuto	Gerry Mayberry	ChildSupport	2-High	99 Closed	Assigned	5/9/2003 4:53:00 PM	CU
214	5/9/2003 5:01:00 PM	AnytimeDelivery	Bob Marshall	AA Unknown	2-High	00 New	Assigned	5/9/2003 4:01:00 PM	Fred

The Call Directory Window can be customized to display the pertinent information for quicker resolution.

area as well as those processes that span multiple business areas. Workflow models can be created to represent the way your organization operates and can contain tasks, assignments, effort, and provide for automatic email notification. Examples of Cicero's reach include client services, risk management, payroll, human resources, sales and marketing, and administration.

## Increased Revenue Opportunities

With Cicero's tracking and reporting capabilities, you can determine certain trends of clients to determine if more (or different) products and services may be of use to them. This can lead to additional revenue opportunities that may have gone unnoticed before.

Mass notification features can be used for broadcast messages to all or a selected group of clients. This information can be marketing-based, client service-based, or corporate-based and can be distributed via email or by letter.

## Increased Organization

By centralizing your critical business information into one location, this can naturally lead to a more efficient and more organized operation. No longer is information scattered among your many employees, some with independent information and some with duplicate information. With these increases in efficiency and organization, the natural by-product is reduced costs.

## Consolidation of Systems

Since Cicero can be used to reach across your multiple business areas and departments, the need for multiple systems, each performing a separate task, can be reduced if not eliminated. This can lead to a reduced investment cost into software, a reduced operating cost in duplicate effort, and a reduced cost in merging information from multiple systems together.

Additionally, Cicero can be integrated with existing payroll and human resource solutions so the need for manually entering duplicate data is eliminated.