

Feature list

● Included
 ○ Not included
 ◐ Optional
 ★ New in eTray 5

	Professional	Enterprise
Case management		
Unlimited case types	●	●
Custom data fields	●	●
Advanced data field validation	●	●
Context-dependent data fields	●	●
★ Advanced data grids for order capturing	●	●
Service level targets	●	●
Performance monitoring (ex. AHT, FTR)	●	●
★ Real-time case statistics	●	●
Case "On-hold" option	●	●
User time registration	●	●
Personal case assignment	●	●
Skill based routing	●	●
Group access rules	●	●
Case sorting by keywords	●	●
Simple & advanced search	●	●
★ Advanced mail merging	●	●
Business hours	●	●
Personal user settings	●	●

	Professional	Enterprise
Case management (...continued)		
Embedded file previewer	●	●
Note log	●	●
Case history	●	●
Related cases	●	●
Case lock when opened	●	●
Checklists	●	●
Advanced Quality Assurance Module	○	●
★ Forced prioritized case distribution (rights based)	○	●
Customer communication channels		
Email	●	●
Webforms	●	●
SMS	●	●
Fax	●	●
Scan (simple)	●	●
Scan (high volume)	◐	◐
Facebook (simple monitoring) Advanced integration, see "Facebook Connector"	●	●
Chat	◐	◐
Email management		
IMAP, Notes & Exchange connectivity	●	●
Embedded email editor	●	●
Rich text formatting	●	●
File attachments	●	●
Hyperlinks	●	●
Multiple user signatures	●	●
Multi-language spell checking	●	●
Contact book	●	●
Active Directory integration	●	●
Auto-suggest of recipients	●	●
Context-dependent standard phrases	●	●
Context-dependent standard templates	●	●
Context-dependent FROM senders	●	●

	Professional	Enterprise
Merging of case data into email	●	●
Reply/Forward of emails	●	●
Auto-reply feature	●	●
Automatic removal of sensitive data in emails	●	●
Reporting		
10+ predefined standard reports (AHT, SVL, RTQ, FTR, Production, Coach, and more)	●	●
Real-time dashboard	●	●
External access to log data for BI	●	●
API & Integrations		
Open eTray API (web service)	●	●
Email API	●	●
★ Web service connectors (REST/SOAP)	●	●
CRM integration	●	●
★ Single sign-on	◐	●
SQL data retrieval	◐	●
Importing	◐	●
Avaya Connector (CTI)	○	◐
Callguide Connector (CTI)	○	◐
BPM Workflow & Automation		
Configurable workflow engine	●	●
Visual Workflow Designer	●	●
Advanced Rule Engine	●	●
40+ predefined automation functions	●	●
- Send email, SMS, letter		
- Delete, archive, resort		
- Call interface		
- Case on hold		
- Change case priority		
- and more		
Case lifecycle options	●	●
User-prompted routings	●	●

	Professional	Enterprise
Customer Portal		
★ Online customer contact forms	<input type="radio"/>	<input checked="" type="radio"/>
★ View case online	<input type="radio"/>	<input checked="" type="radio"/>
★ Track & trace links in emails	<input type="radio"/>	<input checked="" type="radio"/>
★ Auto-close case links in emails	<input type="radio"/>	<input checked="" type="radio"/>
★ Portable eTray forms	<input type="radio"/>	<input checked="" type="radio"/>
★ Template based portal pages	<input type="radio"/>	<input checked="" type="radio"/>
Free-text search*		
★ Free-text search in email body and subject	<input type="radio"/>	<input checked="" type="radio"/>
★ Free-text search in PDF and documents	<input type="radio"/>	<input checked="" type="radio"/>
Web based case handling		
★ View cases	<input type="radio"/>	<input checked="" type="radio"/>
★ Search cases	<input type="radio"/>	<input checked="" type="radio"/>
★ Create cases	<input type="radio"/>	<input checked="" type="radio"/>
★ Handle cases (features similar to eTray application)	<input type="radio"/>	<input checked="" type="radio"/>
Facebook Connector		
★ 24/7 monitoring of Facebook page posts	<input type="radio"/>	<input checked="" type="radio"/>
★ SLA handling of Facebook posts	<input type="radio"/>	<input checked="" type="radio"/>
★ Reply posts from eTray	<input type="radio"/>	<input checked="" type="radio"/>
★ Keyword sorting of posts	<input type="radio"/>	<input checked="" type="radio"/>
Salesforce Connector		
★ Add customer info from Salesforce to case in eTray	<input type="radio"/>	<input checked="" type="radio"/>
★ View cases on customer in Salesforce	<input type="radio"/>	<input checked="" type="radio"/>
★ View survey results on customer in Salesforce	<input type="radio"/>	<input checked="" type="radio"/>
★ Create new case from customer in Salesforce	<input type="radio"/>	<input checked="" type="radio"/>

* Oracle 11g required

Interaction log

★ Calls logged as cases in eTray	<input type="radio"/>	<input checked="" type="radio"/>
★ Show latest call information from CTI	<input type="radio"/>	<input checked="" type="radio"/>
★ Show latest interaction logs	<input type="radio"/>	<input checked="" type="radio"/>
★ Show related eTray cases	<input type="radio"/>	<input checked="" type="radio"/>
★ Show customer info with dynamic links to CRM/ billing	<input type="radio"/>	<input checked="" type="radio"/>

Customer surveys on cases

★ SMS/Email/Web surveys	<input type="radio"/>	<input checked="" type="radio"/>
★ Net Promoter Score (NPS)	<input type="radio"/>	<input checked="" type="radio"/>
★ Drag & drop survey designer	<input type="radio"/>	<input checked="" type="radio"/>
★ Email notifications on survey responses	<input type="radio"/>	<input checked="" type="radio"/>
★ Real-time reporting (dashboard)	<input type="radio"/>	<input checked="" type="radio"/>

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Nexcom is the provider of systems for process optimization and quality assurance. In 2006 Nexcom developed the eTray software suite for workflow and case management primarily targeted at customer service organizations. The product has since then – accompanied by Nexcom's consultancy services – been the preferred optimization solution in a number of large companies in Denmark and abroad.

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