

Customer Experience Update

September 2020

Real Estate That Works.

Customer Support Update: Topics



Goals

Customer Experience Journey

Quality and Completeness

Structure

What's Next

Questions

Customer Experience Goals



- Improve our Customers' Experience
- Provide industry leading products and solutions that drive business outcomes for our customers
- Reduce issue resolution time
- Streamline and Improve Customer Communications across all products
- Leverage support technologies i.e AI powered Chatbots - driving quicker turnaround and faster resolution

Trimble Team



Craig Gillespie
Business Area
Director



Andrea List
Customer Success
Director



Gary Toal
Director of Client
Services



Cindy Garcia
Global Sales Operations
Manager



Ed Wells
Information Security
Manager



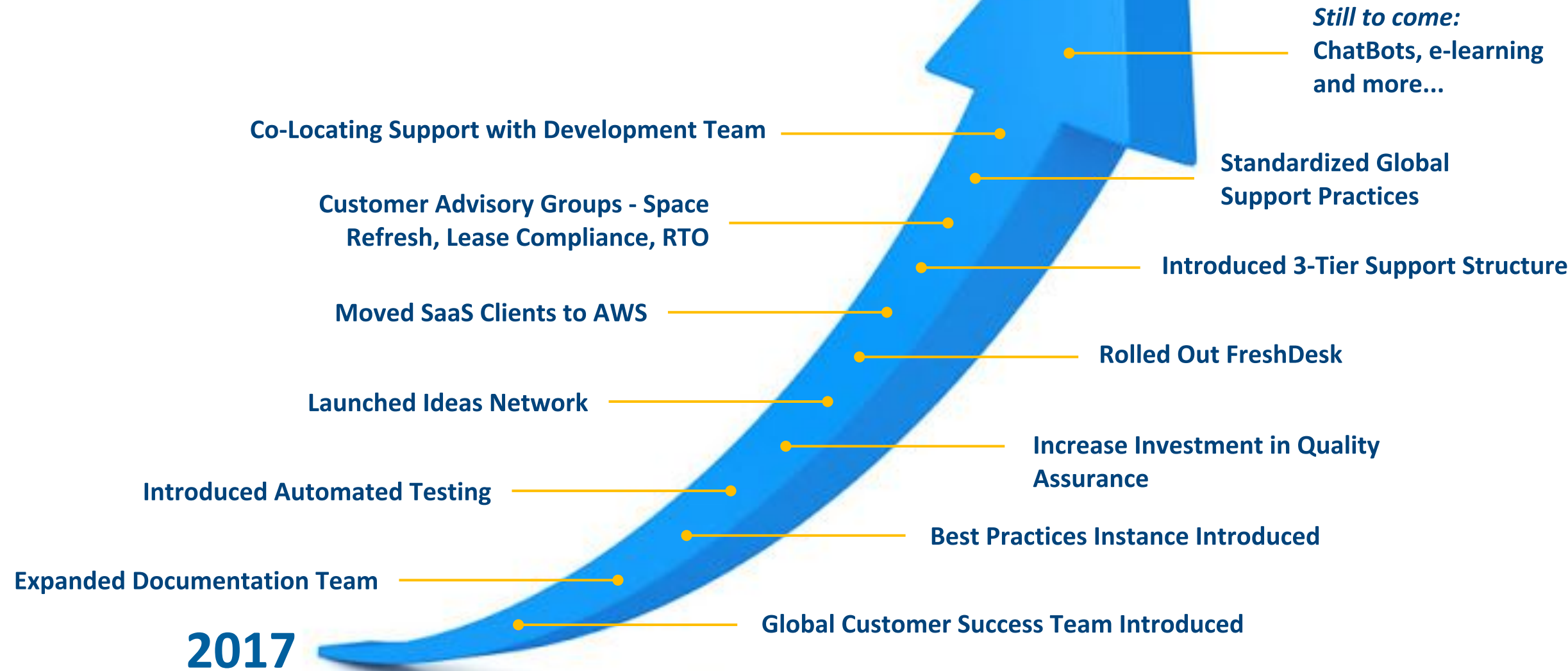
Amelia Tanttila
Attorney

Our Journey



Customer Support Update

Improving Customer Experience



Quality and Completeness

Customer Support Update

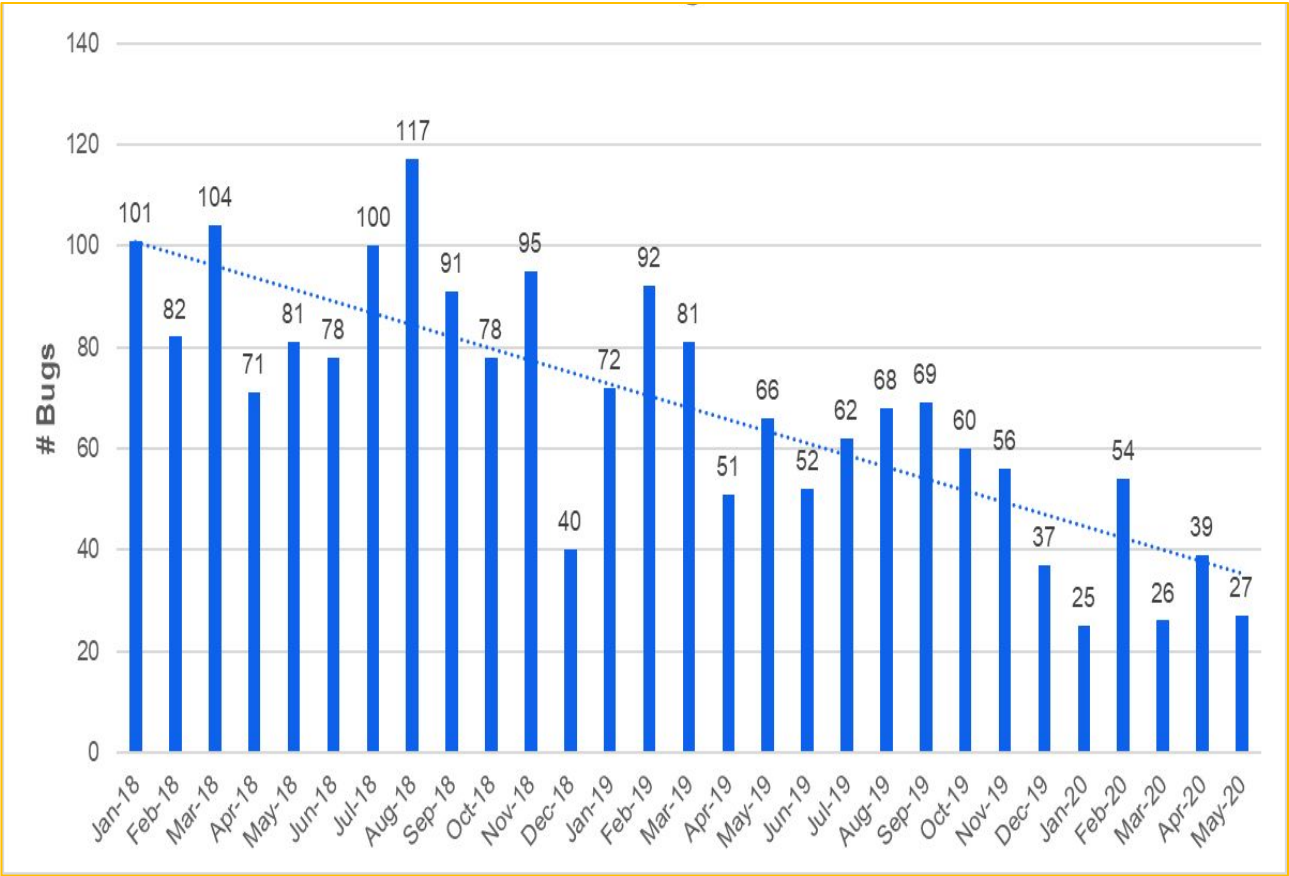
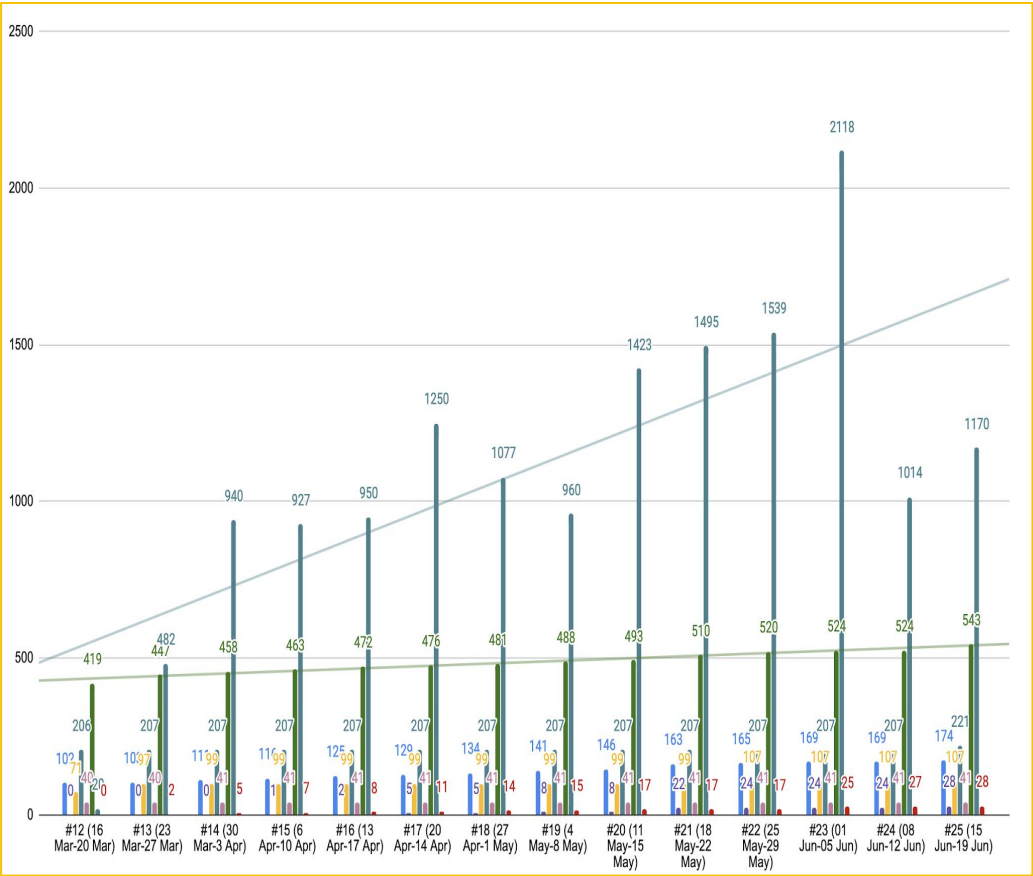
Quality and Completeness



- Enhanced the Engineering Triage Team for closer alignment and focus on customer bugs
- Expanded Test Automation team
- Added 500 new Automated Tests, with >1100 weekly test runs
- Focused testing and bug fixing on fewer versions
- Enhancements are only released in the latest version

Quality and Completeness

Steady increase in Test Automation → >50% decrease in customer defects



Tiered Support

Customer Support Update

New ManhattanONE Support Structure



- **Tier 1: Service Desk**

- Tier 1 Team Lead
- Tier 2 Team Lead Support

**Escalation
Point #1**



- **Tier 2: Product Specialists**

- Tier 2 Team Lead
- Tier 3 Team Leads Support

**Escalation
Point #2**



- **Tier 3: Technical Triage**

- Tier 3 Team Leads
- Engineering Team Support

Tier 1: Service Desk



- First point of contact for customers and partner cases
- Responsible for maintaining our Freshdesk ticket queue, initial response to tickets and ensuring customers provide the right information for faster resolution
- Will pass to Tier 2, when required
- Owns SLAs and reporting (looking to send standard reports to all customers)

Tier 2: Product Specialists



- Responsible for helping to resolve support cases passed from the Tier 1 team
- Expertise in more complex system processes, technical and data troubleshooting
- Will pass to Tier 3, when required
- Responsible for FreshDesk Administration, incl. ongoing Knowledge Base updates

Tier 3: Technical Triage



- Responsible for helping to resolve support cases passed from the Tier 1 and 2 team
- Utilize other teams to help resolve cases incl. CloudOps, Engineering and Technical Services Teams
- Will feedback into Product and best practice improvements

What's Next



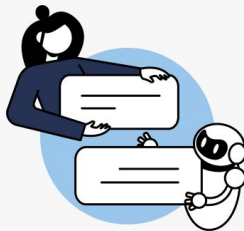
Customer Support Update

Introduction to FreshChat & FreshCaller



Reach out wherever they are

Engage on web, mobile, and other social messengers.



Automate with bots and AI

Assist with precise answers and conversations.



Engage with proactive campaigns

Send targeted outbound messages to users.



Contextual

Freshcaller empowers your teams to create/respond to all opportunities with full context.



Modern

Freshcaller upgrades your current phone technology to a state-of-the-art routing and voice AI engine.



Beautifully simple

Freshcaller is a minimum-fuss maximum-love voice platform built just for you.

Further Improvements Planned



- Knowledge Portal
- Continuous investment in automated testing
- Investments in data quality tools
- Improved documentation
- More detailed responses for root cause analysis
- E-learning

Common Questions

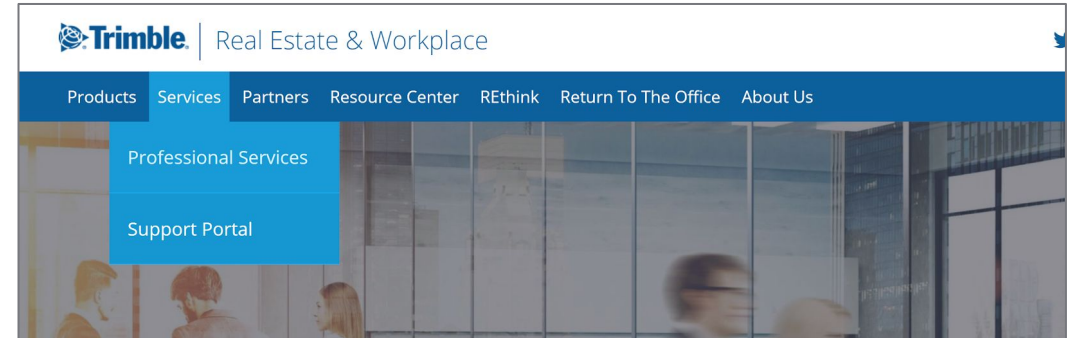
Customer Support Update

For a Link to These and Other Frequently Asked Questions



For copies of these answers and to other questions we will be publishing an FAQ document on our Support Portal September 10th.

<https://rewssupport.freshdesk.com/support/discussions/forums/35000252628>



As previously - to enter a support case or to see the status of an open support case(s) - please go to:

<https://rewssupport.freshdesk.com/support/home>

Consent Forms

Customer Support Update

What are (and AREN'T) we consenting to by signing Trimble's letter?

- You are agreeing that Trimble may use Trimble entities and contractors located in the US, UK, and India to provide support services. This access may entail the support team member in these locations accessing and copying your data, if and as necessary, to troubleshoot a support ticket that you submit to Trimble.
- The consent does not allow access for any other reason.
- The consent does not allow Trimble to store/host your data outside of your region.
- The consent allows Trimble to share your data as described, but does not otherwise impact Trimble's obligation regarding your confidential information under the terms of your agreement with Trimble.

Consent Form



- Consent emails sent out on August 20th
- Consent letters sent to legal notification addresses August 24 & 25
- We ask that you kindly return signed consent letters to us at:

Trimble_Real_Estate_mail@Trimble.com

Time for Questions

Improving Your Experience





Contact Us

realestate.trimble.com

realestate@trimble.com

Real Estate that Works.

We believe **your real estate** should
work as hard as you do.

35+

years
experience



Customers in more
than **140 countries**



Industry leader
(Gartner/Verdantix)



AWS-powered
(ISO 27001/SOC 1 certified)