Help Desk System Launched

As promised in our November issue, our new Helpdesk System is now live for clients via AutoSoft's Team Support portal. You can now avail the following services via the Team Support <u>Customer Hub</u>:

- Audio / Video call
- Real time Chat with our agents including screen sharing
- Automatic ticket creation against chat/call with chat information
- Automatic ticket creation (if agent unavailable)

Support Portal Update

As part of CSI/Perseus best practices to help improve our service levels and turn around times, and with new tools and processes in place, we are continuing to monitor current versus target resolution times, as well as the quality of information first entered into tickets by our clients.

- As part of CSI's best practices, we classify a **<u>Golden Ticket</u>** as a support ticket entered by a client with all the required information needed to allow our Support team to resolve the issue immediately based on the information already provided via descriptions, screenshots and attachments.
- While we shall share more detailed guidance over upcoming newsletters, and at our first planned User Group for 2023, to start with, we would like to recognize **<u>OLP Modaraba</u>**, and specifically **Mr. Murtaza Irfan** - Manager IT Application who entered the tickets, for inserting the highest percentage of Golden Tickets as a percentage of tickets they entered (47%), in our Team Support portal in Q4 2022!

Thank you Mr. Murtaza Irfan!

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Training Services

- AutoSoft's complimentary webinar series kicked off with the first webinar for 2023 in <u>January</u>: **"Insights and Overview of AutoLOS – Loan Origination System"**
  - To watch the event recording on demand, login to the Customer Hub <u>(Team Support)</u>.

- In <u>February</u>, we shall cover AutoCOMPLIANCE, with the following two-part series:

DATE	TOPIC	PRESENTER
February 13, 2023	How to effectively use **TeamSupport Hub**	Mr. Amir Latif Mr. Azhar Amin
February 20, 2023	**AutoCOMPLIANCE** Transaction Monitoring	Mr. Abdul Hannan
March 06, 2023	**AutoCOMPLIANCE** Transaction Monitoring	Mr. Abdul Hannan

- <u>Coming Soon:</u> webinar series on Configuration & Parameterization of Products.
- We are continuously adding to our KBase, so stay tuned to the <u>Customer Hub</u> for newly added documents, videos and more!
- For updates to the training schedule, stay tuned to the support portal hub.
- To request or book specific trainings, use the Team Support portal or email us at trainings@autosoftdynamics.com

Events Update

- AutoSoft Participated at the 21st Asia Pacific ICT Alliance Awards, hosted in Pakistan for the first time, with Contour sponsoring a reception and cultural evening for visiting dignitaries.
- AutoSoft participated at the CXO Global Forum – 2023, with our MD & CEO receiving an excellence award from the Honourable President of Pakistan.

Annual Dinners Karachi, Lahore & Islamabad

AutoSoft & Contour staff celebrated year end in Karachi, Lahore & Islamabad, honouring longer serving and high performing staff.