

**WEB  
CAR@LINE**



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*For fast and assured  
customer service*

Another innovative customer care initiative from **Dagang Net Technologies**

*Dear Valued Customers,*

*Knowing how important the Sistem Maklumat Kastam (SMK)-Dagang Net is to your business, we at Dagang Net Technologies have constantly strived to provide the best possible customer support through Careline, our dedicated customer interaction centre.*

*We have now further enhanced this crucial support service with the introduction of Web Careline. This innovative web-based system was developed as yet another medium to reach us. It is an easy-to-use alternative to our normal telephone and fax lines.*

*Just log onto our Web Careline through [www.dagangnet.com](http://www.dagangnet.com), post your query or problem and we will get onto it right away. We will post the response online as well so that you can easily check on the status.*

*Yes, it is as simple as that. So, when you have any query or problem, give Web Careline a try.*

*It is another innovative customer care initiative from Dagang Net Technologies.*

*Yours sincerely,*



**Zaharin Hj Ali**  
*Senior General Manager*

### **What is Web Careline?**

Web Careline is the latest customer care initiative introduced by Dagang Net Technologies Sdn Bhd.

Developed as an alternative to the phone-in Careline at our customer interaction centre, this web-based system allows users to report and monitor their issues or problems via the Internet. Every problem will be attended to immediately and the response will be posted on the website. It is fast, hassle-free and easy to use!

### **How do I use Web Careline?**

- Step 1** Simply log on to [www.dagangnet.com](http://www.dagangnet.com) and click on the Web Careline icon.
- Step 2** Key in the last six digits of your EDI Mailbox number as your user ID and no password is required.
- Step 3** Click New Issue icon and fill in the web form to lodge your query or problem. The top portion consists of your organisation's information (refer to diagram below). Ensure all information is correct. In the space for Call Description, type in your query or problem. Select HEAT as the owner.
- Step 4** When you have completed the form, click on the Submit button. You will automatically be given a log number for easy status monitoring. Write down this log number for your reference.

You can then logout from the website. Meanwhile, your problem will be attended to shortly and escalated to higher levels, if necessary. Our customer service executives will post the response at the website.

The screenshot displays a web form for logging a new issue. The form is divided into two main sections. The top section contains fields for 'Customer ID' (with value '81134'), 'Company' (with value 'ABC FORWARDING'), 'Call Description', 'Call Type' (with value 'WEB'), and 'Owner' (with value 'HEAT'). There are also fields for 'Call' and 'Phone #' with a 'Reset Callquest?' checkbox. The bottom section shows a 'Status' dropdown set to 'Open', a 'Quick Call' field, a 'Received' timestamp of '11/21/01 11:21:35 AM', a 'List Issues' table, a 'Close' button, a 'Call' field, and a 'Solution' text area.

Received	11/21/01	11:21:35 AM
List Issues		

***How does Web Careline benefit me?***

**1. It is hassle-free and user-friendly**

You don't have to spend time explaining your problems over the telephone. Just log your problems via Web Careline so that we know exactly what to do.

**2. Assured response**

Our customer service executives will be alerted for every problem logged via Web Careline. We will attend to it immediately and resolve it as quickly as possible. The response will be posted on the website so that you are kept informed.

**3. Access critical information**

Critical information related to the SMK-Dagang Net system is posted at Web Careline.



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