

GreenData Manager Software Escalation Manager

Try GreenData Manager Escalation Manager for Compliance Project Management

Increase productivity and manage tasks with this easy and flexible project management and collaboration tool!

GreenData Manager Escalation Manager (GDM-EM) enables communication between your engineers and GreenSoft's engineers to manage escalated issues on your product compliance project.

When you have multiple team members working on your product compliance project, **GDM-EM** makes it easy to share work, manage tasks, and resolve project issues.

GDM-EM promotes the completeness of data collection and speeds up the time for resolving escalated issues.



Power to Manage Complex Projects and Collaborate in Real-Time

With **GDM-EM**, managers can easily prioritize tasks, make assignments, and get real-time updates on progress. Plan, track and collaborate with this cloud-based centralized project management solution. **GDM-EM** enables communication between your team and GreenSoft's team to ensure your product compliance project is completed accurately and timely.

Contact us to learn more and see a demo:
+1-323-254-5961 or **info@greensofttech.com**

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GDM-EM Feature Highlights

GDM-EM compliments **Hosted GDM** and **GDM Browser Edition** of GreenSoft's award-winning **GreenData Manager** software and GreenSoft's data collection and validation services.

GDM-EM provides:

- ✓ Access for multiple concurrent users with secure login ID and password.
- ✓ Email notifications when new issues are posted at the Escalation Manager database.
- ✓ Workflow based processing –workflow token is circulated between GreenSoft engineers and your engineers until the issues are resolved.
- ✓ Quick access to escalated issues based on escalated categories or other criteria such as manufacturer name, manufacturer part number, etc.
- ✓ Ability to assign issues to users and change assignments until the task is resolved.
- ✓ Bulk resolution abilities for issues from the same category or the same manufacturer.
- ✓ Ability to save reference documents and assign them to escalated issues.

Escalation Lists
Use the action panel to search for specific escalations.

Action Panel		Bookmarks	Summary	All	To Me	Involve Me
Escalation #s , separated		All Escalations				
Customer Reference		Assigned to Me	Open	91	16	16
Internal P/N	Manufacturer P/N		Answered	17	0	17
Manufacturer			Closed	0	0	0
Part Description			Reopened	0	0	0
Consolidated MFG Name						
Keyword in Comments						
Division(s) <small>(Please use [Ctrl] + Select to select multiple divisions)</small>	Division 1 Division 2 Division 3	Reports				
Project Phase	<Not Selected>	Priority Supplier & Issue				
Escalation Category	<Not Selected>	Analysis Report Summary				
Escalation Type	<Not Selected>					
Days in escalation	>= [] days and < [] days					
Days since last update	>= [] days					
Priority	<Not Selected>					
Status	in <Not Selected> and not in <Not Selected>					
Assigned To	User: <Not Selected> User Role: <Not Selected>					
Involved User	<Not Selected>					

Search Reset

Sample screenshot of the Action Panel in GreenData Manager Escalation Manager

GreenSoft Technology: A Trusted Partner

GreenSoft has 14+ years of experience in managing compliance data and has a broad range of expertise in active and passive components, electrical and mechanical parts, packing and printing materials, and raw materials including organic or non-organic chemicals. GreenSoft has relationships with over 31,000 suppliers worldwide and is **ISO 9001:2015 certified**.

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