

## 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   |  | Reports                   |          |     |       |            |
| Keyword in Comments   |  | Priority Supplier & Issue |          |     |       |            |
| Division(s)<br><small>(Please use [Ctrl] + Select to select multiple divisions)</small> | Division 1<br>Division 2<br>Division 3         | Analysis Report Summary   |          |     |       |            |
| Project Phase   | <Not Selected>                                 |                           |          |     |       |            |
| Escalation Category   | <Not Selected>                                 |                           |          |     |       |            |
| 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 15+ 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 37,000 suppliers worldwide and is **ISO 9001:2015 certified**.

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**GreenSoft**  
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