

What's New in GoldMine® Premium Edition

GoldMine Premium Edition includes numerous features for sales, marketing, calendaring, and contact management that also are found in GoldMine Corporate Edition. In addition, GoldMine Premium Edition provides the following enhancements:

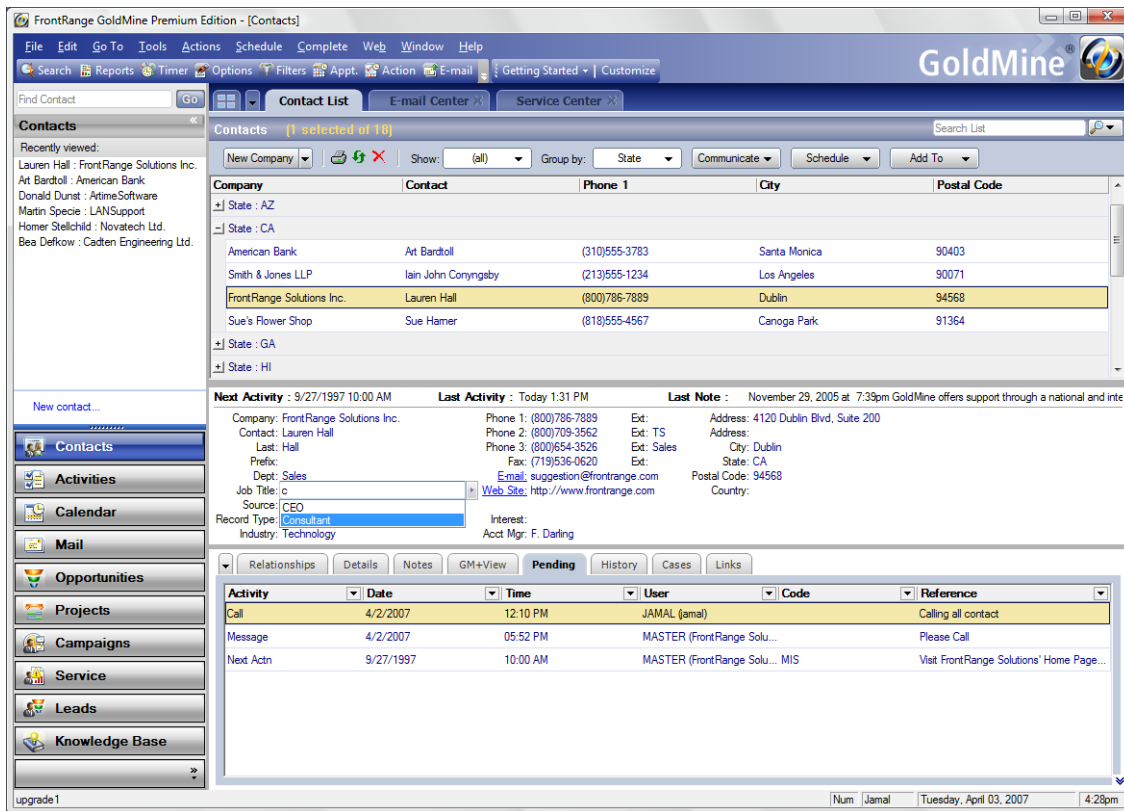
Customer service module:

- **Case Management** enables customer service representatives and managers to track and resolve cases involving GoldMine contacts
- **Knowledge Base** stores case resolution notes so information can be shared effectively across your organization. You can attach knowledge base topics to cases or send them to customers.
- **Consolidated case view** provides a single location in which to view all activities and messages related to a customer service case, using GoldMine's integrated calendar and e-mail features. The case view includes a visual "alert level" indicator to help service representatives quickly identify the most important issues.
- **Reports** show details on a single case or activity on multiple cases.

Status	Number	Subject	Type	Company	Contact	Deadline	Alerts
Escalated	ABC.0102.03062007	Bea has a question on how to bounce middleware	Question	Cadten Engineering Ltd.	Bea Defkow	03/07/2007	
Escalated	ABC.0110.03062007	Middleware needs to be bounced at American Bank	Problem	American Bank	Art Bardtoll	03/06/2007	
Escalated	ABC.0111.03062007	Brian would like to get the latest version of doc set	Question			03/08/2007	
Assigned	ABC.0112.03062007	Nova has requested a cleaning for their X server product	Request	Novatech Ltd.	Homer Stelchild	03/06/2007	
Reassigned	ABC.0114.03062007	Service is requested for Compute on their servers	Request	Compute-All Magazine	Gabe Capman	03/05/2007	
Assigned	ABC.0115.03062007	JP needs Documentation Set 2 for the ERP applications	Request	JP Hutton	Randall Noel	03/08/2007	
Escalated	ABC.0116.03062007	Artimes mainframe server is down	Problem	ArtimeSoftware	Donald Dunst	03/06/2007	
Assigned	ABC.0117.03062007	Sue would like for her app server to be serviced	Request	Sue's Flower Shop	Sue Hamer	03/16/2007	
Assigned	ABC.0118.03062007	JHill has questions regarding availability of Doc set 2	Question	JHill Millinery	Scott Leonidsky	03/16/2007	

Easy to learn and use:

- **New user interface style** provides a modern look and feel.
- **Tabbed view** provides quick navigation between open windows in GoldMine and uses the available space on screen more effectively. To start the tabbed view, maximize any open window.
- **Left navigation bar** allows direct access to major features of GoldMine. Buttons from the task bar in previous GoldMine versions are now available as buttons on a customized toolbar.
- The **contact record display** has been redesigned, to remove the 'quadrants' from previous versions of GoldMine and to enable more customizability.
- **Auto-complete** capability improves speed and accuracy when entering data or adding recipients to an email message.
- The **GoldMine menu system** has been reorganized to be more logical and consistent. For those who prefer the previous menu structure, a "classic" view is available as an option.
- **Tip of the day** helps users learn about the features of GoldMine.
- **Contact record tabs** now can be reordered, and more of them can be displayed on screen at once.



Faster access to your contact information:

- The **Contact List** view includes preview panes for quick navigation to detailed information on a selected set of contacts.
- The **Recently-Viewed Contacts** window in the upper left corner of the screen provides different features, depending on which part of the application is currently in use.
- A **search box** is always present in the upper left corner of the GoldMine window, for faster access to contacts.
- The **Contact Search Center** has an improved interface for building complex searches.
- The **Org Chart** has been redesigned and now is placed within the Relationships tab.
- **Grouping, sorting, and filtering** capabilities have been added throughout GoldMine Premium Edition.

With these new features, GoldMine Premium Edition combines power with ease of use to maximize the productivity of sales, marketing, and customer service employees. For more information, visit www.goldmine.com.

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