



SERVICE AFTER-SALES

- > SKI-DOO®
- > SEA-DOO®
- > CAN-AM® ATV
- > CAN-AM® SSV
- > CAN-AM® ROADSTER

Date: **October 21, 2013**
 Recipient: **Service and Parts Departments**
 Subject: **Case Management NOW live !**



New Case Management service NOW live!

What

This new communication channel is available on the BOSSWeb Info Center. You are no longer limited to phone enquiries; this tool enables you to send BRP a request for information or a question when it is most convenient for you. BRP will make every effort to answer you within one business day.



Looking for BRP information?

1. **Your first stop! The Info Center:** Type your VIN in the Knowledge Center and have access to the latest BRP publications (TSTs, Bulletins, etc.).
2. **BRP Community:** Search the most recent information shared by BRP and its dealers, always readily available or *Post your enquiry 24/7*.

If you need additional support:

3. **Case Management:** Fill in a Case with the NEW and efficient Case management tool and get answers to your dealership's questions while you are dealing with your priorities.



All dealership employees contacting BRP through the Case management tool or by phone are now required to have access to the Info Center in order to access our response to your queries.



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How

For more information on how to use the Case Management, please consult the User Guide available on:

- ▶ e-Z Learning:
 1. Log onto **BOSSWeb**
 2. Under the **Training** tab, select **BOSSWeb e-Z Learning**
 3. Once on the e-Z Learning page, click on **Info Center** in the left-hand column
 4. And then select **Case Management – User Guide**
- ▶ Knowledge Center
 1. Log onto **BOSSWeb**
 2. Under the **Info Center** tab, select **Knowledge Center / Community** in the drop down menu
 3. In the Keyword(s) search box type : Case and management
 4. Select **Case Management – User Guide** in the **Articles box**

Your benefits

- ▶ **Easy:** BRP is just a few clicks away
- ▶ **Available 24/7:** No need to wait to submit your enquiry
- ▶ **Convenient:** Save precious time, continue working while your request is processed.
- ▶ **BRP Team:** The same team of BRP After-Sales representatives you know and trust will be working to provide you with the information requested.

Our dedicated team remains available via phone to support you to resolve complex enquiries. You can now expect them to answer via the NEW case management tool.

We look forward to working together with you answering your case requests on the Info Center!

Your After-Sales Service team