



Customer Service and Support Solutions

Overview

To deliver differentiating customer experiences that build loyal, profitable customer relationships, customer service and support teams must respond quickly and knowledgeably to inquiries or issues. Sage SalesLogix provides your customer service and support teams with a complete view of all customer interactions so they can better service, support, and sell to prospects and customers. They can quickly resolve customer issues and requests and deliver a high-quality customer experience with access to ticket, return, defect, and contract management tools. You can even provide your customers with convenient self-service options—empowering customers to find the answers they need or submit tickets and requests 24/7. Plus, Sage SalesLogix is highly flexible and can be tailored to work in conjunction with your existing business processes, streamlining departmental efficiencies.

Get a Complete View of Your Customers

View all customer interactions across all departments in a single, easy-to-use interface that gives you and your team the details needed to provide outstanding service and support to customers. All customer interactions, including notes, purchased products, returns, marketing campaigns, tickets, and more, can be viewed and shared. And, you can integrate with your back-office solutions, such as accounting software, so your team has access to vital back-office customer information such as order history, payments, open invoices, inventory, and shipping information.

Maximize Team Performance and Service Levels

Gain a deeper understanding of your team's performance as well as service and support levels using reporting, advanced business analytics tools, and escalation alerts. Quickly create reports to understand call turnaround times, follow-up statistics, escalated tickets, unresolved tickets, and much more—so you can take action fast. Integrate with Sage SalesLogix Visual Analyzer, an advanced business analytics tool, for an instant picture of service levels so you can quickly analyze ticket volume and trends to assess the customer experience. You can also automatically receive alerts via phone, e-mail, or pager when critical events occur so you can take appropriate action.

BENEFITS SNAPSHOT

Get a **complete view** of the customer, maximizing interactions.

Resolve customer issues quickly with fast access to the tools and information you need.

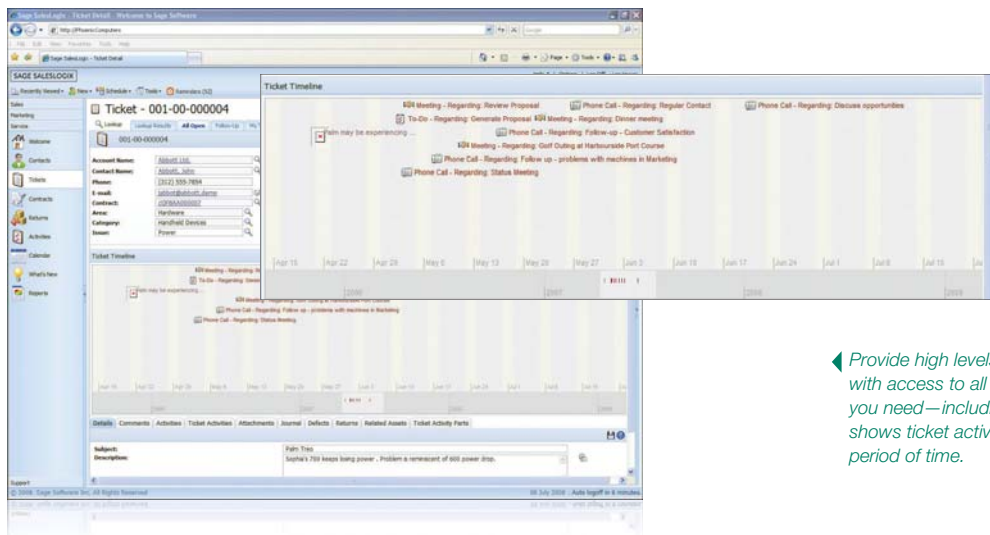
Gain **insight** into team performance using business analytic tools.

Receive alerts automatically so you're **always aware** of urgent issues.

Gather and **retain critical intelligence** to increase departmental effectiveness and customer satisfaction.

Provide customers with **convenient self-service options**.

Boost customer service and **loyalty levels** by providing a differentiating customer experience.



◀ Provide high levels of service and support with access to all the tools and resources you need—including a timeline that visually shows ticket activity and events over a period of time.

"We benefit daily from Sage SalesLogix and its SpeedSearch capabilities, which help our representatives quickly access common customer resolutions and support data. Sage SalesLogix provides us with excellent reporting and grouping capabilities as well, to enhance the quality of our customer service."

—Lorie Goudie
Director of Customer Support, Tarantella, Inc.

Manage Tickets and Contracts to Increase Service Levels

Leverage ticket management tools and resources needed to boost customer service and loyalty levels. Each service ticket created contains detailed information including a unique ticket ID number, contact information, status, urgency, assignment, and more. Your team can maximize productivity when you respond to customers quickly by sending e-mails with attachments, such as white papers and product information from within Sage SalesLogix. And, track service contract details such as service level, price, and time or dollars remaining so all employees in your organization are armed with important information while servicing or selling to customers.

Track and Manage Defects with Ease

Create and monitor defects and returns to ensure high levels of service. When a problem with a product or process occurs, your team can create a defect for tracking, assign it to another user, find a resolution, and more. Using return management tools, customer service and support reps can create, assign, update, and monitor returned assets—so they can keep your customers informed of the status if they inquire.

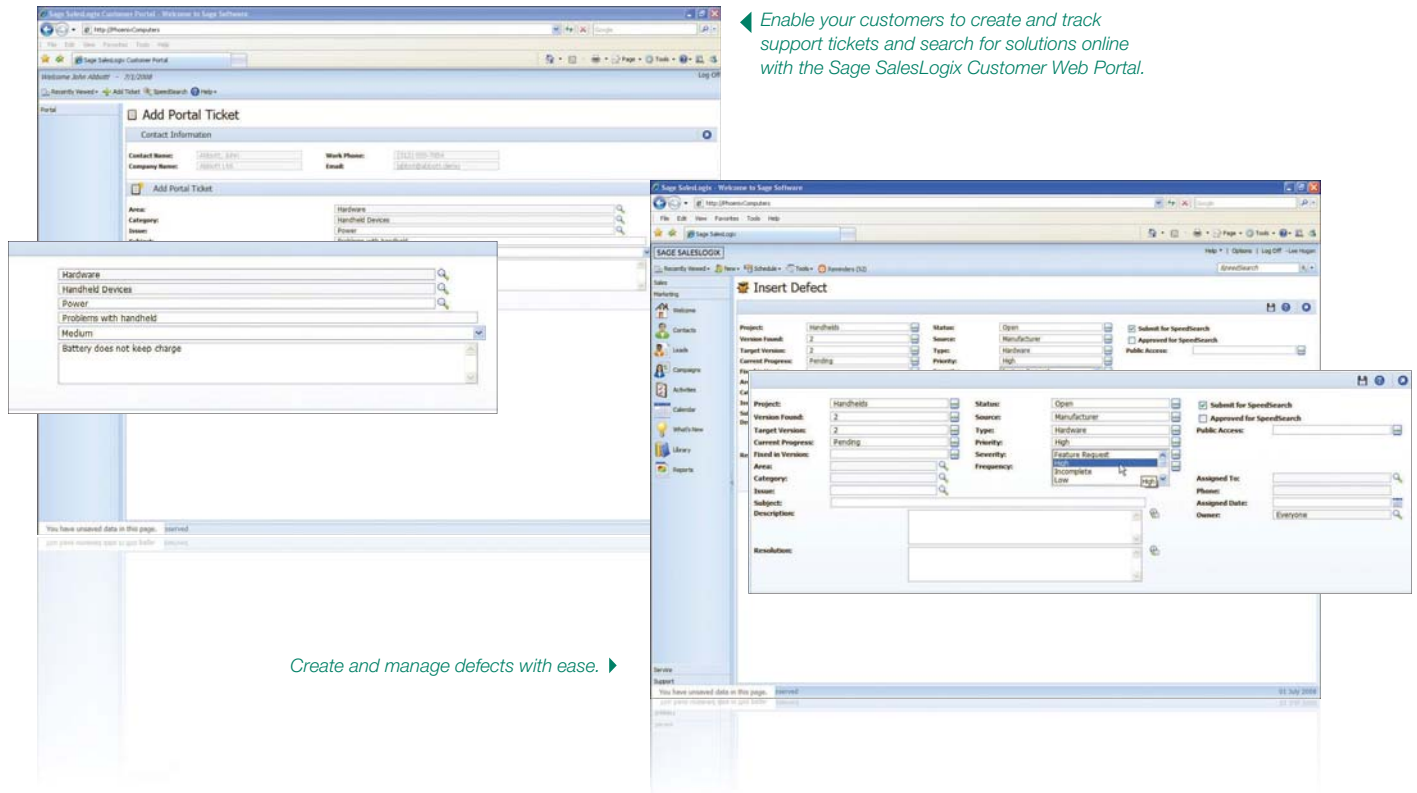
Resolve Customer Issues Quickly

Locate resolutions to customer issues quickly and easily so you can provide high levels of service and support with Sage SalesLogix SpeedSearch—a powerful knowledge base search engine. You can search prior tickets, attachments, procedures, activities, and notes, as well as reference materials such as online manuals, FAQs, and white papers. With advanced filtering, sorting, and preview capabilities, you can scan search results quickly and efficiently.

Provide Customers with Convenient Options

Empower your customers to get the support they need 24/7 with convenient self-service options—enhancing the customer experience and reducing service and support costs. Your customers can view, add, or edit tickets and submit comments and attachments via the Web—plus search your knowledge base for answers to their questions. And, tickets can be automatically distributed to your service and support reps based on your specific business processes and workflow—increasing productivity and reducing the time it takes to respond to customers.

▶ Enable your customers to create and track support tickets and search for solutions online with the Sage SalesLogix Customer Web Portal.



▶ Create and manage defects with ease. ▶

FEATURES

Account and Contact Management

- Access detailed information about the customers that your department supports.
- View ticket assignments, priority weightings, and notification requests.
- Link attachments and comments to records for historical reference.

Ticket Management

- Track ticket ID, contact information, type, status, urgency, assignment, and date needed.
- Schedule phone calls, meetings, or to-dos to follow up on open issues.
- Automatically assign tickets to the appropriate resource based on area, skill, etc.
- Submit issue descriptions and resolutions for archiving in the knowledge base.

Returns

- Ensure product returns are processed efficiently and accurately.
- Record defects, shipping instructions, serial numbers, attachments, and comments.

Defect Tracking

- Track defect details including ID number, severity, priority, status, problem type, description, and source.
- View associated tickets, returns, attachments, and asset information.
- Provide a communication medium between support and product development departments.

Asset Management

- Associate assets with accounts, tickets, defects, contracts, or returns.
- View information on product codes, names, vendors, and pricing.

Service Contract Management

- Track contract details such as service level, price, and time or dollars remaining.
- “Punch-in” and “Punch-out” automatically to track time spent on individual tickets or support issues.
- Manage multiple contract types—per incident, time period, or dollar amount.

SpeedSearch/Knowledge base

- Perform an advanced keyword search of any Sage SalesLogix table or shared network directory.
- Reference prior tickets, attachments, standard problems and resolutions, activities, and notes/history.
- Search reference materials such as online manuals, FAQs, or white papers.

- Populate resolutions automatically into service tickets with one click.
- Archive approved resolutions in the knowledge base for future reference.

Calendar and Activity Management

- Manage schedules and keep track of activities and events for multiple users.
- Track phone calls, meetings, to-dos, events, and literature requests.

Application Integration

- Manage contacts, e-mail, and calendars using Microsoft® Outlook®, Microsoft Exchange, or the built-in Sage SalesLogix e-mail solution.
- Integrate with leading back-office applications to access key customer information such as credit status, payment history, shipping information, inventory, pricing, discounts, and more.

Lookups and Groups

- Use filters to quickly and easily identify relevant subsets of data and save as an ad-hoc group.
- Perform custom queries to locate records and update information.

Reporting

- Capture data and analyze key customer service/support metrics to assess team effectiveness.
- Measure call turn-around time, first-call resolution percentage, and more.
- View issue totals by category, escalation history, unresolved issues, and a weekly recap.

Notification and Alerts

- Monitor data proactively and receive alerts when service conditions are triggered.
- Receive alerts instantly via e-mail, fax, pager, PDA, phone, or Web browser.

Customer Self-service Web Portal

- Empower customers to view, add, or edit tickets and submit comments or attachments.
- Enable search capability of the same knowledge base that service reps use.

Configuration and Workflow

- Define user workflow options or grant the ability to modify at the user level.
- Automate user/date-time stamps, ticket punch-in/out, ticket number, and assignment.
- Configure e-mail workflow, escalation conditions, and notification routing.

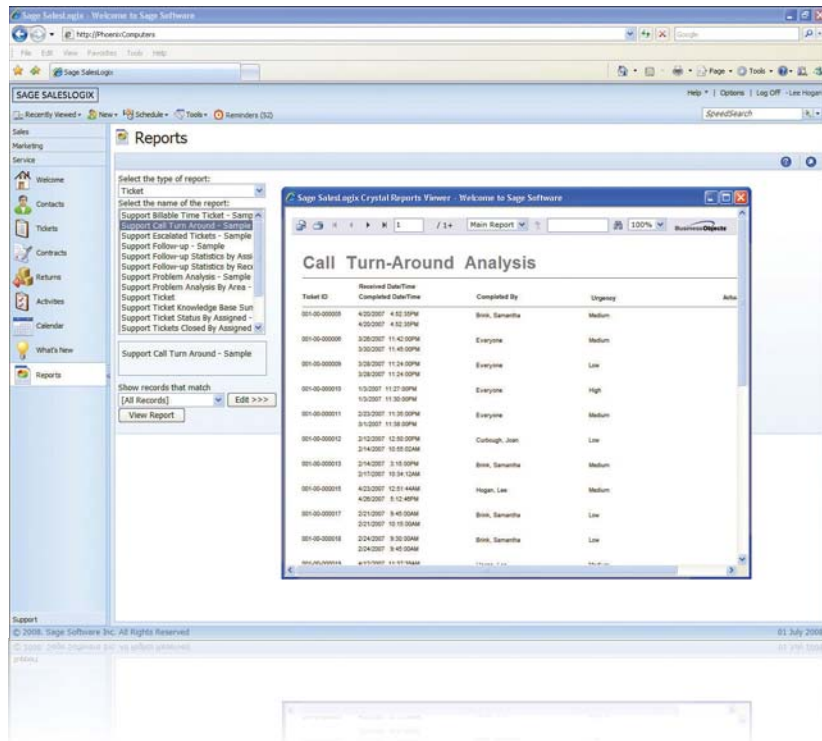
Find out more

- Contact your certified Sage SalesLogix Business Partner, or
- Call 800-643-6400 to speak to a Sage SalesLogix representative, or
- Visit www.sagecrmsolutions.com/demo/sagesaleslogix

Windows, Web, and Mobile

- Synchronize rapidly and work while disconnected (using Windows, Web, or Mobile clients), or work while connected over a network or the Web.
- Utilize BlackBerry® or Windows Mobile® (Pocket PC and Smartphone) for quick access to customer data in the field.

Robust reports provide you with a deeper understanding of team performance and customer service and support levels.



About Sage SalesLogix

Your highest priority is to grow your business, and your business tools should help you achieve that goal. Sage SalesLogix provides a complete view of customer interactions across sales, marketing, customer service, and support so your teams can collaborate and respond promptly and knowledgeably to customer inquiries and opportunities. Capitalize on key opportunities by targeting your most profitable prospects and customers using marketing campaign and lead management tools. Manage the entire sales cycle and increase sales team performance by automating sales processes and monitoring and forecasting sales activity. Resolve customer requests and issues quickly with customer service and support management tools. Sage SalesLogix powerful business analytics tools will enable you to utilize resources better, identify and act upon opportunities, and make better strategic decisions. With flexible access options, powerful process automation capabilities, and a highly customizable platform, Sage SalesLogix is a comprehensive solution that will help you achieve stronger sales and a more successful business, now and into the future.



End-to-end solutions. Expert advice. Ongoing support. That's Sage 360®.

Sage Software supports the needs, challenges, and dreams of 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable and customizable software and services. Sage Software is a subsidiary of The Sage Group plc, a leading international supplier of business management software and services formed in 1981 and listed on the London Stock Exchange since 1989.

8800 N. Gainey Center Drive,
Suite 200
Scottsdale, AZ 85258
Phone: 800-854-3415
www.sagesoftware.com



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