Support

Sales and Marketing deliver customers to your business, but your Customer Support department keeps them with you for the long haul. With the costs of acquiring new customers 5-10 times higher than retaining existing customers, support solutions designed to help foster lasting relationships with your customers have a tremendous impact on the bottom line.

To deliver beyond your customers' expectations and exceed your support department's performance goals, support professionals must be able to resolve issues quickly and effectively. Sage SalesLogix Support provides the advanced issue tracking and resolution tools as well as access to relevant customer data—including products purchased, ticket and defect history, and maintenance contract status—needed to maximize the effectiveness of each interaction with your customers.

SalesLogix Support also provides powerful self-service support solutions via the Web, reducing transaction costs and allowing your customers around the world to get the support they need, how and when they need it.

SALES

MARKETING

CUSTOMER SERVICE

SUPPORT

MOBILE

Sage SalesLogix Support is a component of the integrated Sage SalesLogix customer relationship management (CRM) suite, which also includes Sales, Marketing, Customer Service, and Mobile solutions.

FEATURES

Sage SalesLogix Support provides powerful capabilities for tracking, managing, and resolving customer support issues.

- Account and Contact Management
- Ticket Management
- Service Contract Management
- SpeedSearch/Knowledge Base
- Defect Tracking
- Returns
- Standard Problems and Resolutions
- Calendar and Activity Management
- Asset Management
- Sales and Support Integration
- Reporting
- Lookups and Groups
- Notification and Alerts
- Web Customer Portal

Sage SalesLogix Support provides easy access to all the information and resources your support reps need to quickly resolve issues.

Streamline Support Center Activities

SalesLogix Support provides advanced issue-tracking and resolution tools, enabling you to exceed customer expectations and internal performance goals. Manage call and defect tracking, service contract renewals, and returns. Sage SalesLogix also provides escalation alerts via phone, e-mail or pager, based on business rules you define.

Keep Critical Knowledge at Your Fingertips

The powerful SpeedSearch knowledge base in Sage SalesLogix helps support professionals quickly locate resolutions to customer issues. Support reps can efficiently search resources such as prior call tickets, standard problems, and resolutions, or access reference materials such as manuals, FAQs, and white papers.

Help Customers Help Themselves

Reduce costs by empowering customers to find the answers they need—online, at their convenience. The Sage SalesLogix Web Customer Portal puts the same intelligence used by your support team on your Web site, along with a powerful search engine that simplifies the self-service experience. With SalesLogix Support, customers and employees around the world can also create and track support tickets online, anytime.

Share Information with Sales and Marketing

A record of every support interaction is stored within each customer's account history in Sage SalesLogix, so employees from Sales and Marketing to Accounting and Finance can share a complete view of all account activity.

Whether you're a software company that meticulously tracks bugs and feature requests, or an appliance manufacturer concerned with efficiently managing returns, your support team will have the resources it needs to quickly resolve issues and build lasting and profitable customer relationships.
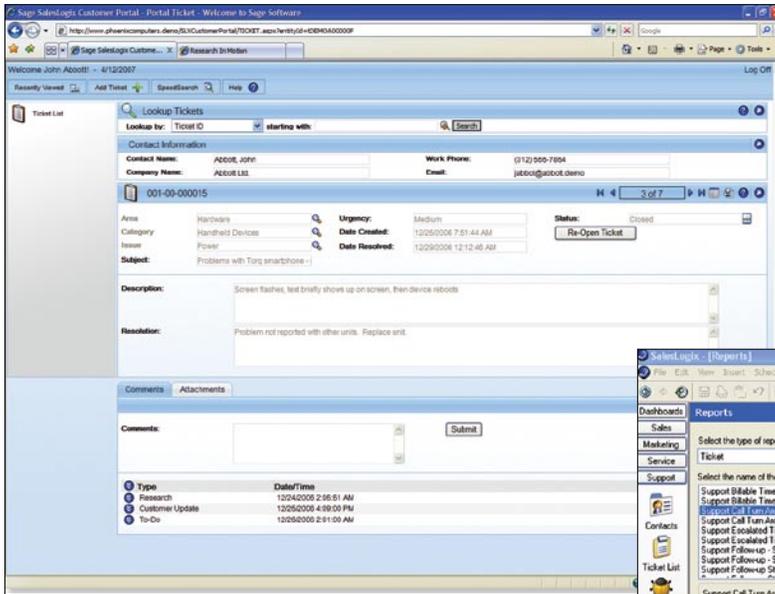
◄ *The Sage SalesLogix Web Customer Portal enables customers to create and track support tickets and search for solutions online, anytime.*
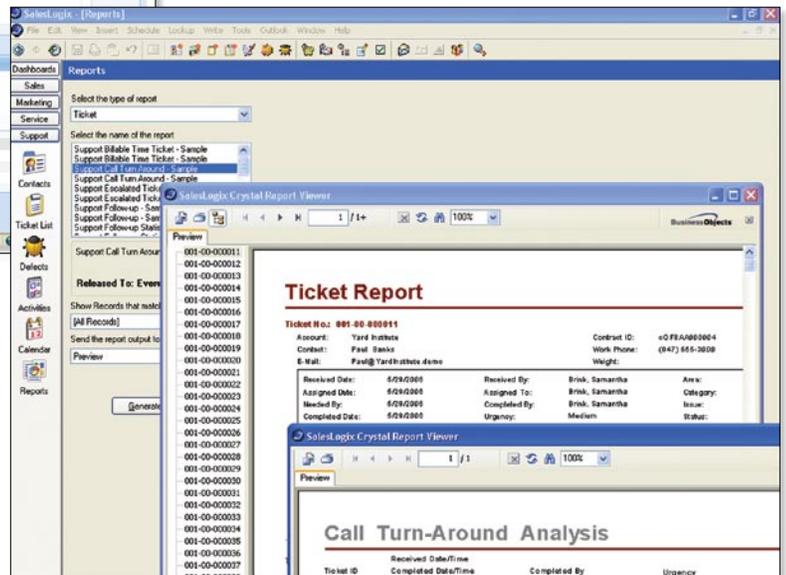
Analyze the effectiveness of support center activities and report on key metrics such as call response times and defect history. ▶

Account and Contact Management

- Access detailed information about the customers your department supports.

- View ticket assignments, priority weightings, and notification requests.

- Link attachments and comments to records for historical reference.

Ticket Management

- Automatically assign tickets to the appropriate resource based on area of expertise.

- Record the status, urgency, and nature of the issues, and track time-to-resolution.

- Store and review comments, attachments, and an activity history.

- Solve issues then archive resolutions in the knowledge base for future reference.

Service Contract Management

- Track contract details including ID#, type, service level, amount, and end date.

- Manage multiple contract types—per incident, time period, or dollar amount.

- "Punch-in" and "Punch Out" to track time spent on individual support issues.

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.

- Scan search results efficiently with advanced filtering, scoring, sorting, and preview capabilities.

- Populate resolutions automatically into service tickets—with one click.

Defect Tracking

- Track defect details including ID#, severity, priority, status, problem type, description, and source.

- View associated tickets, returns, attachments, and asset information.

- Provide communication medium between Support and Product Development.

Returns

- Ensure product returns are processed efficiently and accurately.

- Record defects, shipping instructions, serial numbers, attachments, and comments.

Standard Problems and Resolutions

- Access solutions to frequently recurring issues quickly and efficiently.

- Automatically populate resolutions into tickets after performing a lookup.

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.

Asset Management

- Associate assets with accounts, tickets, defects, contracts, or returns.

- View information on product codes, names, vendors, and pricing.

"Sage SalesLogix Support empowers our support reps to resolve customer issues quickly and accurately, which has a positive impact on customer loyalty."

Dave Stuttard
Vice President of Application Solutions
Avnet

Sales and Support Integration

- Arm sales reps with a history of their customers' support issues and details.

- View the status, urgency, issue, ticket ID, and dates for open and closed tickets.

Reporting

- Measure call turn-around time, first-call resolution percentage, and more.

- View issue totals by category, escalation history, unresolved issues, and a weekly recap.

Lookups and Groups

- Perform custom queries to locate records and update information.

- Create groups based on results of lookup to track ongoing status.

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.

Web Customer Portal

- Empower customers to view, add or edit tickets, and submit comments or attachments.

- Enable search capability of the same knowledge base that support reps use.

- Provide customers with convenient self-service solutions via the Web.

- Scan search results efficiently with advanced filtering, scoring, sorting and preview capabilities.

www.sagecrmsolutions.com / saleslogix

About Sage SalesLogix

Award-winning Sage SalesLogix is the CRM solution that enables businesses to acquire, retain, and develop profitable customer relationships by increasing sales and marketing performance and maximizing customer satisfaction and loyalty. Sage SalesLogix delivers deep, rich customization capabilities, high levels of end-user adoption, and low total cost of ownership across all deployment methods including Web, Windows, and mobile devices.

Sage SalesLogix provides organizations with the Freedom of Choice to select the access methods best suited for their teams, without sacrificing functionality, usability, or robust customization capabilities. Users can be more productive as they always experience the same rich user experience, regardless of application preference.

With more than 300,000 users at over 8,500 companies worldwide, Sage SalesLogix is the leading CRM solution for small to midsized businesses and divisions of larger enterprises, and is part of the Sage Software family of integrated business management solutions.

For more information, go to:
**www.sagecrmsolutions.com /
saleslogix**

Or contact your certified Sage SalesLogix Business Partner. To find a Business Partner in your area, call **800-643-6400**.

To register for an online demonstration to see how Sage SalesLogix can help your business, go to:
**www.sagecrmsolutions.com / demo/
sagesaleslogix**

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Your business in mind.