

Your Relationships. Your Information. **Your CRM.**

Excellent customer service is what drives retention, loyalty, and positive word-of-mouth. You and your team strive to exceed expectations and ensure that every customer issue is resolved quickly and to their satisfaction. Sage SalesLogix provides your customer service and support teams with a complete view of all customer interactions so they can continually improve your customers' service experience.

Provide Exceptional Customer Service

Your customers see your team as subject matter experts who answer questions and solve problems – quickly, accurately, and efficiently. Sage SalesLogix puts the tools at your team's fingertips to find answers to common problems and collaborate on complex issues, thus providing your customers with a unique and personal experience.

Sage SalesLogix is as flexible as you are. You know which processes and workflow result in your department achieving its targets and with Sage SalesLogix you can automate these to assign owners, schedule follow ups and create notifications and alerts.

Sage SalesLogix SpeedSearch, an incredibly powerful knowledge base search engine, lets your team locate resolutions to customer issues quickly and easily. It enables them to search through prior customer support logs, attachments and notes as well as product manuals, support procedures and reference materials.

Maximise Team Performance and Service Levels

The individuals on your team know your products, but when they work together on an issue, they can produce brilliant results. With its 360° view of the customer, Sage SalesLogix enables collaboration across functional and cross-functional teams to improve understanding of your customer's history and relevant product issues, and thus driving fast problem resolution.

Sage SalesLogix provides a deeper understanding of your team's performance as well as service and support levels using reporting and advanced analytics tools. It allows you to quickly generate reports to understand and act on metrics around call turn-around times, follow-up statistics, escalated calls and unresolved issues.

Get a Complete View of Your Customer

Your customer wants to feel important and your team wants to provide a personalised experience. By using Sage SalesLogix, they can provide that personal touch as they have a complete, 360° view of all customer interactions, including notes, purchased products, returns, marketing campaigns, and support call history at their fingertips. In addition, you can integrate Sage SalesLogix with back-office solutions, such as accounting software, so your team has access to vital back-office customer information.

Provide Customers with Convenient Options

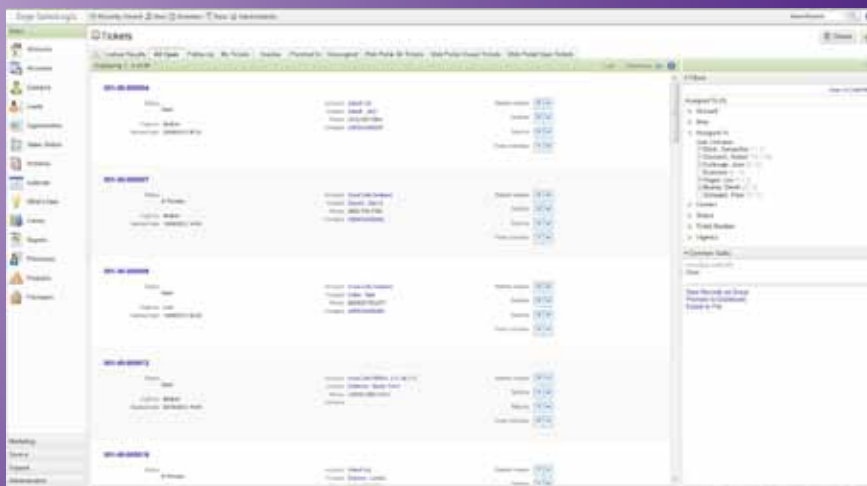
Empower your customers to get the support they need anytime with convenient self-service options—enhancing the customer experience and reducing service and support costs. Customers can view, add, or edit support calls and submit comments and attachments via the Web at a time convenient to them—plus search your knowledge base for solutions to their issues.

"It's really allowed us to service the client to the full extent"

Steve Jackson,
Chief Information Office,
Harry Rosen

Benefits:

- Boost customer loyalty with support call management tools that allow your team to provide exceptional customer service.
- Manage and track service contract details, such as benefit level, price, and time or value remaining.
- Enable cross-sell and up-sell initiatives with access to purchase and support history to recommend complementary or updated products.
- Understand team performance and know where to allocate resources with insight gained from business analytics tools.
- Provide customers with convenient self-service options.





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Resolve customer service issues quickly

- View all customer interactions across your customer-facing departments in a single, easy-to-use interface.
- Use Sage SalesLogix SpeedSearch to locate resolutions to customer issues quickly and easily.
- Access customer history quickly and efficiently to provide greater levels of service and resolve issues faster.
- Understand purchase history so you can up-sell and cross-sell additional products or solutions that would benefit the customer.
- Integrate with back-office solutions, such as accounting software, so team members have access to vital information such as credit history, payments, open invoices, inventory, and shipping information.

Manage support calls and service contracts effectively

- Leverage support call management capabilities with the ability to record critical details such as ticket ID, contact information, status, urgency, and assignment.
- Schedule follow-up activities, action items, meetings, and phone calls on open issues.
- Track service contract details, such as benefit level, price, and time or value remaining.
- Automatically assign support calls to the appropriate resource based on product, expertise, geography, or any other criteria you define.

Track and manage defects and returns

- Track defect details including reference number, severity, priority, status, problem type, description, and source.
- Use return management tools to create, assign, update, and monitor returned goods so returns are processed efficiently.
- View associated support calls, returns, attachments, and asset information.

Provide customers with convenient self-service options

- Empower your customers to get the support they need, whenever they need it, with the Sage SalesLogix Self-Service Web Portal - improving your customer's experience while reducing service and support costs.
- Customers can view, add, or edit support calls and submit comments and attachments via the web.
- Automatically assign and route support calls to your service and support consultants based on criteria you define.

Gain insight into team and product performance

- Quickly analyse support call volume and trends by customer, product, or service category.
- Generate reports to understand call turnaround times, follow-up statistics, escalated support calls, unresolved issues and much more.
- Gain a deeper understanding of your team's performance as well as service and support levels using Sage SalesLogix Advanced Analytics.^{1,2}
- Provide detailed feedback around defects to development and product management groups to help improve product quality and performance.

¹ Sage SalesLogix Advanced Analytics requires an additional fee and Sage SalesLogix v7.5.4 or higher. Sage SalesLogix Advanced Analytics users must be licensed Sage SalesLogix users.

² Data must be used for CRM-related analysis, in support of the Sales, Marketing or Customer Support/Service roles, and must be tied to Sage SalesLogix data.

Your Relationships. Your Information. Your CRM.

In short, this means CRM without compromise. Your processes for identifying prospects, acquiring customers, building loyalty, and delivering an exceptional customer experience are what make your business unique and successful. Sage SalesLogix offers unparalleled flexibility in how you deploy, use, and pay for a powerful CRM solution that helps you accelerate your strategic advantage.

For more information call **0845 111 99 88**
or visit www.sage.co.uk/crm