

Exceeding Expectations: SalesLogix® Support

Your products and services are nothing without your customers, right? So shouldn't their satisfaction be at the top of your list? In a perfect world, your customers would never wait on hold, never be transferred to another representative, and never feel out of the loop. And now, thanks to SalesLogix® Support, interacting with your customers can be one step closer to perfection.

Putting the Customer First

SalesLogix Support is the complete tool for tracking, managing, and resolving customer support issues. With call tracking, defect and return tracking, service contract management, and one of the most powerful knowledge bases in the industry, you'll find a solution for all your support problems.

Working Together — At Last

Problem: Your salespeople don't know which support issues are facing their newest customers. Your support reps haven't even mentioned that latest product update. Communication, anyone?

Solution: Because SalesLogix Support is fully integrated with SalesLogix Sales and SalesLogix Marketing, everyone in your organization will share a common view of your customers. After all, they'll be looking at the same account, contact, and contract information in the same database. It's finally possible to manage relationships throughout the entire customer life cycle.

Share Knowledge; Improve Service

Problem: You desperately need to improve customer service, but don't have the budget to add more staff. Plus, your top rep just switched departments, and your newest reps still have a lot to learn. Frustrated customers are right around the corner...

Solution: With the SalesLogix Support knowledge base, all your reps — veteran, junior, or otherwise — are experts. And so are your customers.

- The knowledge base "remembers" call tickets, defects, standard problems and resolutions, procedures, manuals, FAQs, and white papers. And it gets smarter with every problem your reps solve.
- All of this information is at your reps' fingertips when they need it most — when the customer is on the phone.
- The knowledge base works externally, too. Customers can troubleshoot their own problems — 24-hours-a-day, 7-days-a-week — directly from your website. What a way to save hours of time on your end.

Now You've Got the Ticket

Problem: You get a call from an angry customer who wants to know the status of his ticket. He just spent 15 minutes on hold while a rep went looking for it. Boy, do you need answers.

Solution: WebTicket is the ultimate in customer self-service. Once your customers have been given their own username and password, they can immediately access information about all their open or closed tickets, or create new tickets — at their convenience. Plus, your support reps can use WebTicket to access tickets remotely, from home, or from a customer's site.

Treat Them Right

We all know salespeople bring the customers in, but it's the support and service teams that keep them coming back for more. If you treat customers right, they'll be loyal — and that's what adds to your bottom line. And if you don't meet and exceed their expectations, they won't be your customers for long.