



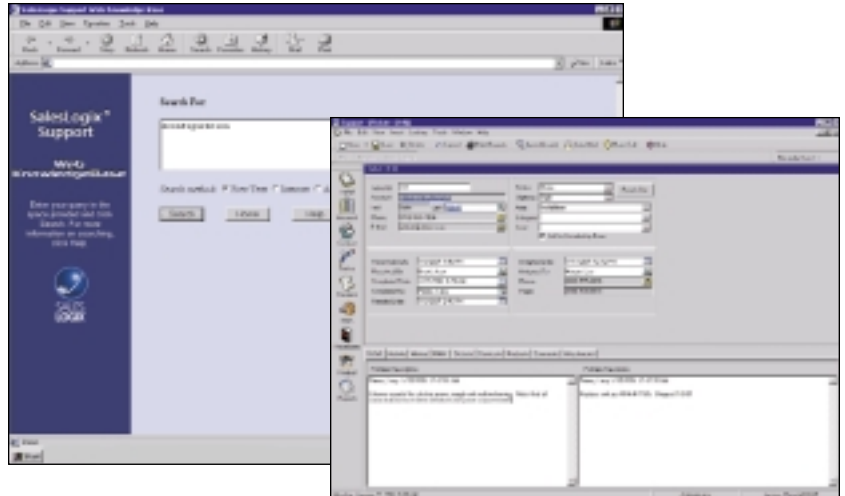
MAS 500

Support Management

The complete solution for tracking, managing, and resolving customer support issues.

Optimize Your Support Systems

- Maximize effectiveness of support center interactions.
- Reduce per-transaction costs.
- Deliver effective self-service solutions.
- Gather and retain critical information.
- Build and enhance customer relationships.
- Capitalize on new selling opportunities.
- Extend access to support resources globally.
- Customize the “support experience” quality.



Solid Support Systems Ensure Success

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 customers 5–10 times higher than retaining them, support solutions designed to build lasting relationships with your customers have a tremendous impact on the bottom line.

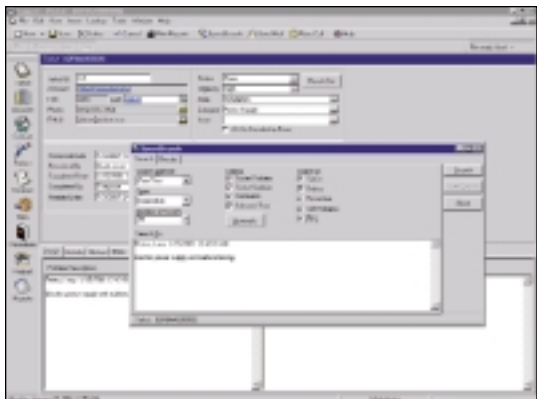
To deliver beyond your customers’ expectations and exceed your support department’s performance goals, service professionals must have the most current and complete customer data at their fingertips. Data that helps them effectively resolve service issues — and cross-sell or upsell your products. After all, customers interact with your support team more frequently than with anyone else in your company. Support Management enables your organization to build solid relationships with customers. With real-time access to all relevant customer data — including products purchased, ticket and defect history, and maintenance contract status — Support Management makes the most of your interactions with customers, providing you new selling opportunities. In addition, Support Management offers powerful self-service support solutions via the Internet — reducing transaction costs and allowing your customers around the world to get the support they need — how and when they need it.

MAS 500 Solutions:

- CRM and E-business
- Financials and Project Accounting
- Distribution and Manufacturing
- Human Resources and Payroll
- Customization

POWERED BY SALESLOGIX

MAS 500 Support Management FEATURES



Help Customers Help Themselves

Reduce costs by empowering customers to find the solutions they need online — at their convenience. The robust Web knowledge base in Support Management puts the same intelligence used by your support team on your Web site — along with a search engine that simplifies the self-service experience. And, with WebTicket, customers and employees around the world can create and track support issues online — anytime.

Streamline Support Center Activities

With advanced problem tracking and resolution tools in Support Management, it's easy to exceed customer expectations and internal performance goals. Manage call and defect tracking, service contract renewals, and Returns. The rules-based escalation even provides notification via phone, e-mail or pager when the situation demands.

Keep Critical Knowledge at Your Fingertips

With its powerful SpeedSearch knowledge base, Support Management keeps critical information at your fingertips. SpeedSearch remembers call tickets, defects, standard problems and resolutions, and provides access to external files such as manuals, FAQs, and white papers. There's also a full-text search engine to help support professionals find what they need — now.

Share Information with Your Front-Office Team

The Support Management module is a fully-integrated component of the MAS 500 customer relationship management series, giving your entire organization a consistent customer “view” to deliver a consistent customer experience.

Customize to Meet Specific Business Needs

Whether you're a software company that meticulously tracks feature requests, or an appliance manufacturer concerned with efficiently managing returns, you can customize Support Management to meet your company's unique requirements. Create or modify tabs, fields, tables, views, scripts, pick lists, reports, and security settings — it's up to you.

