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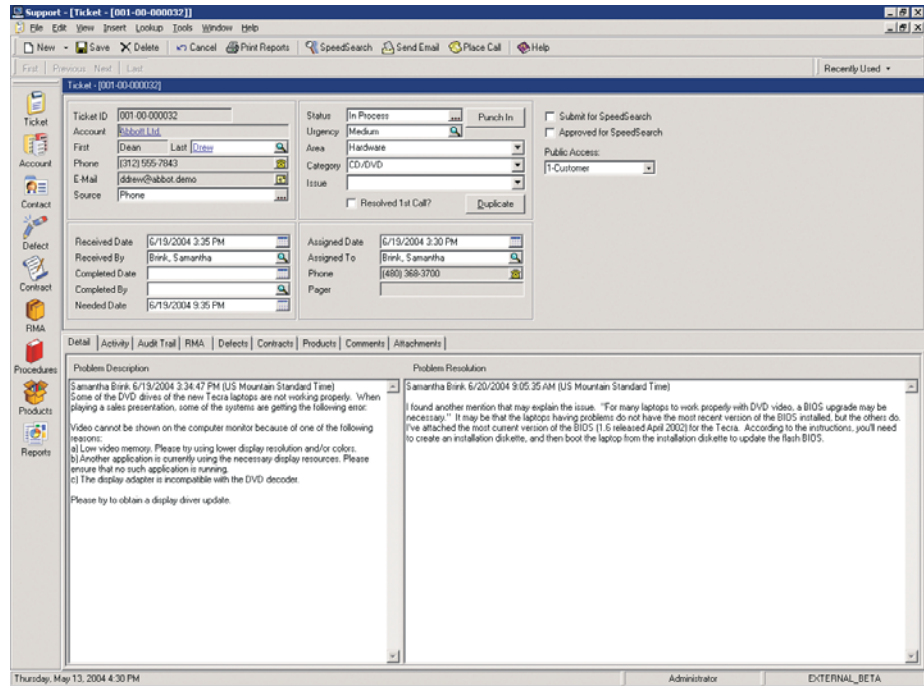
SAGE CRM SALESLOGIX SUPPORT

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

FEATURES

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

- Account and Contact Management
- Ticket Management
- Support Contract Management
- SpeedSearch / Knowledge Base
- Defect Tracking
- Return Material Authorizations (RMA)
- Standard Problems and Resolutions
- Procedures
- Product Tracking
- Sales and Support Integration
- Reporting
- Lookups and Groups
- Notification and Alerts
- Web Customer Portal



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

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 to 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, service professionals must be able to resolve issues quickly and effectively. Sage CRM 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.

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



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Sage CRM SalesLogix Support

Streamline Support Center Activities

Sage CRM 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 return material authorizations (RMAs). Sage CRM SalesLogix also provides escalation alerts through phone, e-mail, or pager, based on business rules you define.

Keep Critical Knowledge at Your Fingertips

The powerful SpeedSearch knowledge base in Sage CRM 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, and stored procedures, 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 CRM 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 Sage CRM SalesLogix Support, customers and employees around the world can also create and track support tickets online, anytime.

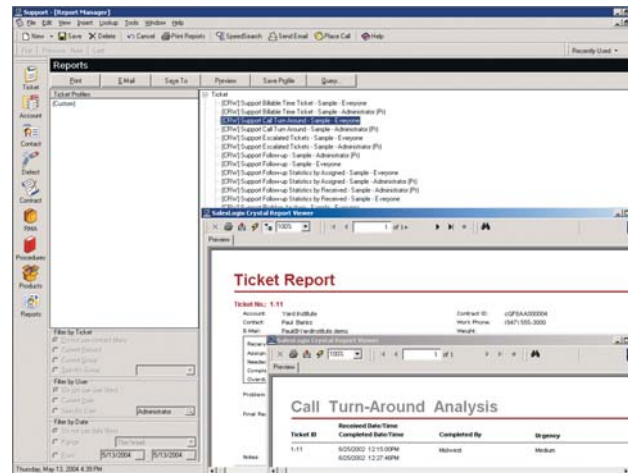
Share Information with Sales and Marketing

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

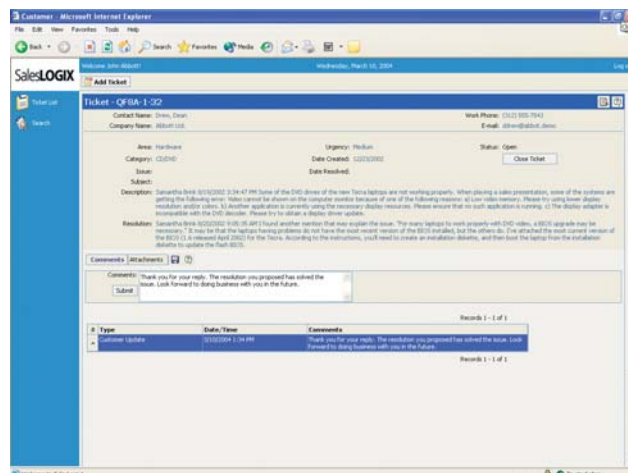
Whether you're a software company that meticulously tracks bugs and feature requests, or an appliance manufacturer concerned with efficiently managing RMAs, your support team will have the resources it needs to quickly resolve issues and build lasting and profitable customer relationships.

PRODUCT BENEFITS:

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



Analyze the effectiveness of support center activities and report on key metrics such as call response times and defect history.



The Sage CRM SalesLogix Web Customer Portal enables customers to create and track support tickets and search for solutions online, anytime

Features

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

Support 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 CRM 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#, type, severity, priority, status, and description
- View associated tickets, Return Material Authorizations (RMA)s, attachments, and product information

Return Material Authorizations (RMA)

- 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

Procedures

- Document common processes used in solving customer problems
- Assign a title and subject, create date and confidence level for each procedure

Product Tracking

- Associate products with accounts, tickets, defects, contracts, or RMAs
- View information on product codes, names, vendors, and pricing

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 through 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



“Sage CRM 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

