



So much data. So little time. Unless you have SalesLogix KnowledgeSync.

Who can keep track of everything? Stuff happens, situations change. And it goes on 24 hours a day, 7 days a week. Some of it—probably the really important stuff—is bound to fall through the cracks!

Unless you have SalesLogix KnowledgeSync.

Let it watch, then act

SalesLogix KnowledgeSync monitors important business data, and automatically alerts you to take action. No more worries about tracking critical data and assigning resources to respond.

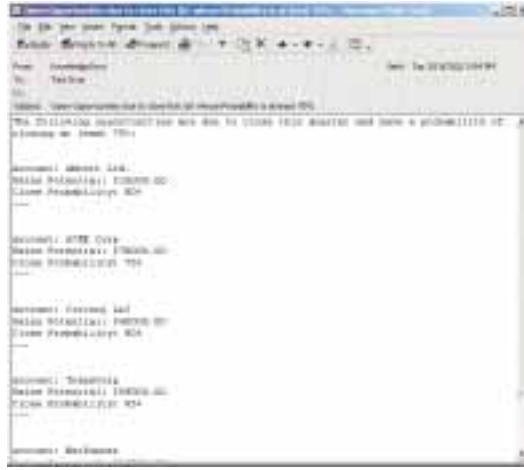
With alerts and e-mail responses, SalesLogix KnowledgeSync ensures that your key personnel know about significant events whenever and wherever they might be. Better yet, you can customize SalesLogix KnowledgeSync to meet the specific needs of your organization. Or just use the scripts provided. And alerts can be sent just about any way you want: e-mail, fax, pager, PDA, cell phone, or Web browser. However your company communicates important information, we have you covered!

Tell SalesLogix KnowledgeSync to watch for the events and activities important to you and your business. Then rest assured that you'll reach the right people, when you need them!



CRM made easy.

From the makers of ACT!

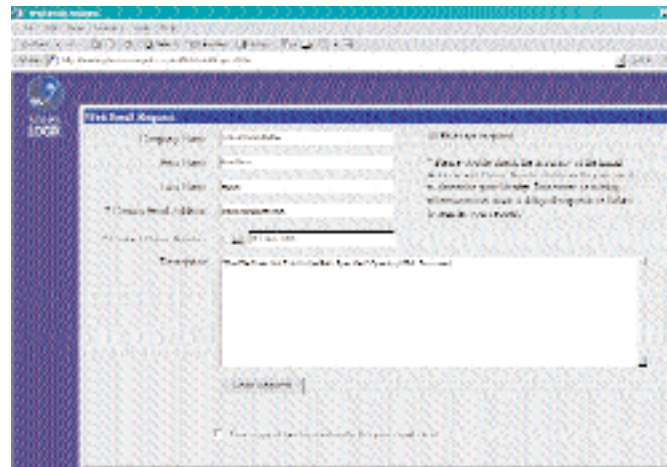


Automatically notify your Sales VP of opportunities due to close.

Automate the routine

The steps you tell SalesLogix KnowledgeSync to follow can be routine or extraordinary. For example, it can handle activities such as:

- Distributing reports and literature, either on a regular schedule or when certain other events occur;
- Conducting, storing, and analyzing customer surveys to automatically provide detailed information on customer satisfaction or alert you to potential trouble spots—then schedules appropriate follow-up activities;
- Scheduling tasks such as data import and export operations and starting or stopping external applications—according to a schedule or when specific conditions are met; and
- Notifying you of upcoming maintenance and subscription renewals.



SalesLogix KnowledgeSync responds to Web inquiries with a personalized message, then automatically alerts your sales team.

Know when significant events occur

Alerts included with SalesLogix KnowledgeSync tell your SalesLogix system what information to watch for and who to notify.

- Alert salespeople when open opportunities have had no activity for several days.
- Advise your VP of Sales of:
 - Opportunities due to close this week, month, or quarter.
 - Opportunities won or lost, as well as those for which the close probability has not changed in several days.
- Configure SalesLogix KnowledgeSync to automatically tell your Marketing VP about:
 - New leads recorded in SalesLogix.
 - Customers likely to buy new or advanced products, helping you take advantage of one-to-one marketing opportunities.
- Use Integrated Service Alerts—an optional feature—to notify your Customer Service and Support teams of:
 - Support calls needing attention.
 - Support activities that fall behind schedule.
- With an additional connector, SalesLogix KnowledgeSync can send alerts to your IT team when your SalesLogix server has:
 - Low disk space or memory errors.
 - Tasks or programs that run—or fail to do so.

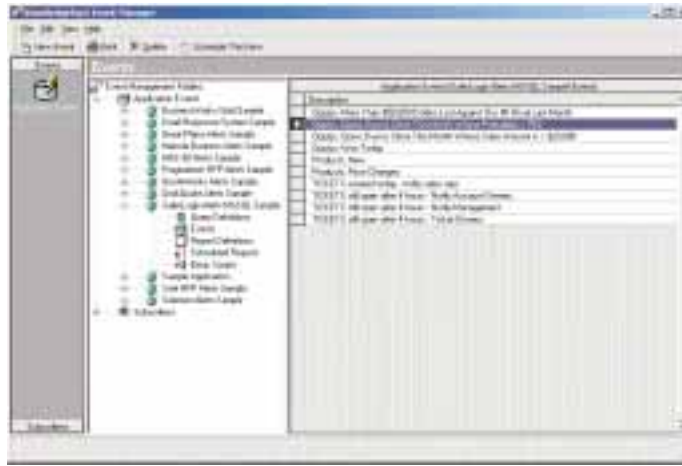
Handle e-mail — automatically!

How much of your company's business is conducted through e-mail? And how much of that vital information is lost, either because it never gets to the right person or into your SalesLogix database?

SalesLogix KnowledgeSync helps ensure that never happens again. Based on the parameters you set, it can examine incoming e-mail messages, analyze them, and take the action you prescribe.

Want messages forwarded to specific individuals based on the sender's identity? How about automatically scheduling follow-up activities for your salespeople when e-mail is received from a customer?

SalesLogix KnowledgeSync can handle all of that—and more. Have it reply to a sender letting him or her know what action was taken, then enter the entire transaction into your SalesLogix History.



SalesLogix KnowledgeSync monitors SalesLogix for critical events—then sends alerts, distributes reports, and updates applications with event information.

Watching, working for you 24x7

Every business needs solid data—in time to take action. But even your best employees have to sleep sometime. While they do—and even if they don't—they can miss those bits of information that are so essential to success. SalesLogix KnowledgeSync helps make sure no one misses a beat. And you'll look smarter than ever!

In fact, we bet you're feeling smarter already!

Features



With SalesLogix KnowledgeSync, you can:

- Distribute reports and literature regularly—or when certain events occur;
- Conduct, store, and analyze customer surveys and alert you to potential trouble;
- Schedule system maintenance tasks when you choose—or when specific conditions are met;
- Notify you of upcoming maintenance and subscription renewals;
- Alert salespeople when open opportunities have had no activity for several days;
- Automatically tell your Marketing VP about new leads or one-to-one marketing opportunities;
- Analyze incoming e-mail messages and automatically take the action you prescribe.



About SalesLogix

A fully-integrated customer relationship management (CRM) suite, SalesLogix helps you put customers out front with:

- **SalesLogix Sales** for managing, forecasting, and reporting throughout the sales cycle;
- **SalesLogix Marketing** for managing, tracking, and measuring targeted marketing campaigns;
- **SalesLogix Support** for tracking, managing, and resolving customer support issues; and
- **SalesLogix eCommerce** for developing and managing intelligent e-commerce solutions.

Even better, many companies appreciate that SalesLogix:

- Implements fast in LAN, Web, or wireless environments;
- Is affordable offering a low total cost of ownership;
- Fits how mid-sized companies do business; and
- Is easy to use and designed to be quickly accepted by users.

With the right-sized, right-priced solution designed with you in mind, SalesLogix gives you a much faster return on investment (ROI). SalesLogix...it's CRM made easy.

About Interact Commerce Corporation

As the leading provider of relationship management solutions for small/home businesses up through medium-sized companies, Interact is renowned for easy-to-use products that implement fast and provide anytime, anywhere access to customer information.

Its products include:

- **SalesLogix**, CRM made easy for mid-sized businesses and used by nearly 4,000 companies. By integrating with leading back-office and e-commerce solutions, SalesLogix affords a complete view of customers.
- Best-selling contact manager **ACT!** used by more than 4 million professionals and 11,000 companies to manage and grow business relationships.

Both SalesLogix and ACT! serve the high tech, real estate, financial services, manufacturing, marketing, consulting, and other industries. Interact products are sold in nearly 60 countries worldwide.

Interact Commerce Corporation
8800 N. Gainey Center Drive, Suite 200
Scottsdale, Arizona 85258
☎ 480.368.3700
☎ 480.368.3799
www.interact.com

Europe/Middle East/Africa:

☎ +44 1753 491000

Australia/Asia Pacific:

☎ +61 03 9862 3300

Latin America:

☎ 305-629-3151

For more information, go to
www.saleslogix.com.

Or contact your certified
SalesLogix Business Partner.
If you need to find a Business
Partner in your area, call
1-800-643-6400.

To register for a "live" e-demo
to see how SalesLogix can help
grow your business, go to
www.saleslogix.com/demo.

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