

Retain Customers with World Class Support

Soffront Customer Support solutions reduce costs, enhance customer satisfaction and improve support staff productivity.

Soffront Customer Support is a part of the comprehensive customer service solution, which includes self-service (Soffront Knowledge Management), online ticket submission (Soffront Customer Portal), email management (Soffront Email Response) and e-Call Center (Soffront Call Center).

Improve productivity of support agents

Your support agents immediately get to see tickets that are assigned to them and are not yet closed. They can plan their day, with activities around the tickets that they are working on and get a calendar view of multiple activities scheduled for the day.

Closes the Loop on Customer Issues

You can configure Soffront Customer Support for the workflow that keeps problems on track to resolution and keeps employees focused. Soffront Customer Support dynamically generates action buttons to guide help desk and support people to possible "next actions," leading them to a closed loop path.

Automatic Escalation

You can configure rules to escalate issues that stay in the same stage of the resolution process. For example, define a rule to send e-mail to the support manager or re-assign the ticket, if it is a critical issue and has not been resolved in 4 hours.

Automatic Notification

Automatic email notification can be set to trigger on status changes, field updates, or based upon the movement of issues through workflow stream. When a rep is assigned a new ticket, he receives an automatic e-mail with a URL pointing to that particular record; when a ticket is closed, the contacts in the customer account can receive automatic e-mails. Notification rules can be setup for child objects of a main object (e.g., create a notification rule on ticket to notify linked contacts on ticket updates).

Knowledge Management Integration

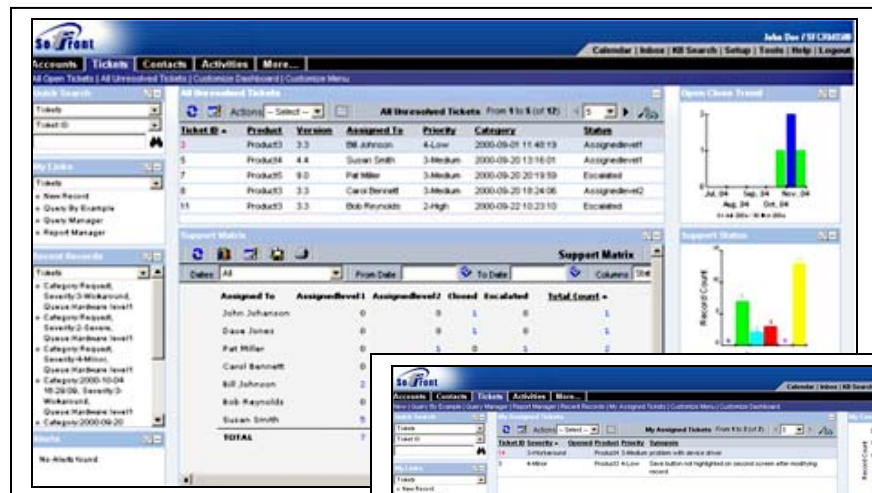
Soffront Customer Support is tightly integrated with Soffront Knowledge Management. Support reps can search the knowledge base for a solution, with just a single click; they can easily add the solution for a ticket into the knowledge base for reference by other team members.

Complete view of Tickets

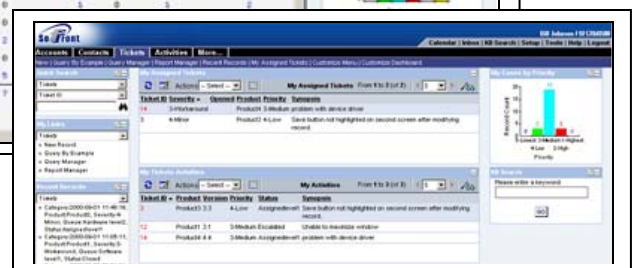
The support rep can get to see all related information to the ticket at one place. The details about the account, the support plan the customer is on and the contacts are presented along with the complete history of all activities performed on the ticket.

Key Features

- Zero footprint web-client
- Define your own support process
- Automatic assignment of tickets
- Account and contact information along with tickets
- Complete audit trail of tickets
- Plan activities and tasks
- Calendar view of multiple activities
- Automatic status change notifications
- Automatic surveys to measure customer satisfaction
- Comprehensive reporting and querying (no IT support required)
- Multiple project capability to support multiple support groups
- Multi-level group security and SSL support
- Built to adapt - configure and customize to match the way you work
- Up and running in days
- Enforce business process Rules
- Part of a complete CRM solution



Support Manager Dashboard



Support Engineer Dashboard

Time/Cost tracking

The time and cost tracking function tracks the time spent on resolving support issues and calculates the total cost based on salary or a pre-negotiated rate for invoicing or tracking ROI.

Provide proactive support

Send batch e-mail to all your customers about any product alert or a new knowledge base article, even HTML e-mails with personalized mail merge fields, based on pre-defined queries.

Anytime, Anywhere, Wireless access

With the addition of the Soffront Mobile module, your support force gets up-to-the minute information using a Palm OS, Windows CE or WAP device. Prepare Reps fully before visiting a prospect and deliver quick access to critical info during onsite troubleshooting meetings.

Enforce Business Process Rules

With Soffront Business Rules, you can define notifications based on complex criteria, such as record history values. For example, if a high priority support request is not attended to within 1 day, you can notify the manager via email.

Comprehensive Queries & Reports

Soffront Sales comes with several pre-configured queries and reports. Create queries and reports easily without help from IT. Render reports in text format or colorful graphics, including trend lines, bar charts and pie charts. Custom graphic reports can even feature immediate detail through clickable drill down.

Flexible Licensing

Soffront offers an end-to-end CRM solution. However, because the Soffront solution is modular, you don't need to deploy the entire solution at once. Select the modules you need today, and activate the rest when you are ready.

The Soffront Advantage

- Over 15 years of product maturity
- Unmatched adaptability
- Deployed in days
- Zero footprint web-client

Customer Support

- Create, track and manage Customer Support Tickets.
- Standard dashboard configuration, reports and queries for Customer Support Manager and Customer Support Agent user roles.
- Workflow Integration with Defect Tracking
- Integrated with Defect Tracking.
- CSR notified when Defect is resolved, Ticket cannot be closed without Defect Resolution.
- Customer Service Workflow
- Notification and Escalation
- Queue management
- Robust Assignment Rules
- RMA management.
- SLA management.
- Activity and Task management.
- Agent productivity analysis reports.
- Integrated with Soffront Customer Portal.
- Automated Customer Surveys.

Base features included in all configurations

- Create, configure and manage user groups and users.
- Calendar and Task Management includes group scheduling and support for multi user time zones.
- Configurable Dashboards.
- Full Email functionality including reusable email templates.
- Standard report writer, with Drill down Graphical and Matrix reports.
- Integrated with MS Word to create, edit, and link documents from templates.
- Data management tools– easily copy, batch update/delete and merge records.
- Ad-hoc and complex querying capabilities including direct SQL queries.
- Data import and export capabilities, with better duplicate resolution and auto assignment of records.
- New Google Map Integration.
- Integration with Active Directory and LDAP.
- Business Rules & Notifications, template driven notification rules.
- Escalation Rules for all Modules.
- Linking Rules.
- Sales Rep and Helpdesk Agent Assignment Rules.
- Customize tables, fields, views and pick-lists.
- Define relationships between all tables.
- Create and customize workflows through system.
- Scripting interface and documented API with examples.

Add-Ons

- Integration with Outlook: Calendar, Contacts and Email.
- Mobile and PDA Server
- Offline Client and synchronization Server
- Knowledge Management— Create, edit, manage, publish searchable knowledge database.



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