



CUSTOMERFIRST[®] HIGHLIGHTS

BUILD AND MAINTAIN STRONG CUSTOMER RELATIONSHIPS AND SATISFACTION.

- Reduce service complexity and increase efficiency.

REPORTING TOOLS

- Over two dozen standard and unlimited ad hoc reports allow you to track the performance and quality of customer support activities.

INTEGRATED DEFECT TRACKING SYSTEM

- Improves communications, workflow and quality assurance between departments and drives permanent fixes through Root Cause problem resolution functionality.

AUTOMATED RULE-BASED ESCALATION

- Provides a mechanism to ensure that customers receive a response in the appropriate timeframe.

TRACK LICENSE AGREEMENTS, MAINTENANCE CONTRACTS, TIME AND BILLINGS.

- Contract monitoring includes expiration dates, number of incidents and number of hours, allowing the opportunity to proactively contact customers at renewal time.

MULTIPLE DEPARTMENT INTEGRATION

- Seamless interaction between departments to resolve customer issues based on CustomerFirst's two-tier approach to tracking issues, resulting in informed customers and assured problem resolution.

SUPPORT FOR FAX AND E-MAIL

- Send and receive faxes and e-mail through the system, plus a Broadcast feature that allows multiple contacts at the same time.

MICROSOFT OUTLOOK INTEGRATION

- Places Ticklers and Tasks in Outlook allowing for improved response time.

INVENTORY MANAGEMENT MODULE

- Assists in tracking and analyzing information as it relates to: Equipment Information, Equipment Replacement, Contract (Warranty) Status and Equipment History.

SALES AND MARKETING INTEGRATION WITH SALESFIRST

