SageCRM Customer Care

Drive customer loyalty with extraordinary service and support

Providing quality customer care and maintaining satisfied customers is essential for every business. SageCRM Customer Care helps you meet customer service demands with an easy-to-use interface, advanced search capabilities, and robust escalation features.

Resolve customer issues efficiently

SageCRM Customer Care provides customer service professionals with the tools they need to make their job simpler. The solution tracks every customer interaction so the most up-to-date and complete customer information is always close at hand. This rich information helps customer service reps effectively and efficiently resolve service issues. When cases remain inactive for a predefined time period, they are automatically escalated.

Find the right information quickly

By pooling of all transactions and communication history into a single screen, SageCRM Customer Care provides a 360-degree view of your customers. With user-friendly tools, your customer service professionals can access relevant customer information including purchases, call and escalation histories, interactions, e-mails, and documents sent and received. Armed with this customer knowledge, your company can handle customer queries more efficiently, which enhances and strengthens the customer experience.

◄ *SageCRM Customer Care helps users adhere to workflow processes. The solution automatically escalates a case if it remains inactive for longer than the predefined period of time. This is a powerful automation ensures that each case is followed up on expeditiously.*

◄ *Instantly see all open cases and address any issues quickly and easily.*

BENEFITS

Automates workflow to ensure cases are resoled in a timely manner

Provides easy and immediate access to a central bank of technical notes, solutions to known issues, etc.

Reduces resolution time by providing high-powered search functionality

Helps you build profiles of customers so you can meet customer requirements faster

Automatically escalates cases when they remain inactive for longer than the predefined period

Empowers y our customers by offering online self-service capabilities.

Provides built-in reporting so the details of cases to be analyzed easily

Enables customer care teams to view and share information bi-directionally with sales, marketing, etc.—and across multiple office locations.

About SageCRM

SageCRM is an easy-to-use, fast-to-deploy, feature-rich Customer Relationship Management solution with out-of-the-box but configurable business process automation. Access methods include both hosted and deployed models through a Web browser.

FEATURES

Cases

SageCRM defines Cases as customer incidents or requests for technical assistance. Cases include Service Level Agreements. Failure to abide by the time frame allocated to a case will result in the trigger of an escalation process, such as informing the Support Manager that there is a case past its cut-off date. Ensures that cases are attended to in a timely manner to maximize customer satisfaction.

Knowledge Base

Articles about cases are called Solutions in SageCRM. This is a powerful resource providing users with technical notes and solutions to known issues or questions which can be stored centrally in the Knowledge Base. Provides easy and immediate access to a central bank of information and keeps accurate records of contacts with customers via Case Tracking and Communication logs.

Search

With SageCRM, customer care consultants can search for known solutions to new cases in the Knowledge Base using powerful SageCRM search technology. Reduces resolution time by enabling users to find information quickly and easily, ultimately resulting in improved customer care.

Customer Information

SageCRM is designed to manage a wealth of information related to each customer. Profiles customers and their needs, enabling your customer care team to work to meet customer requirements faster based on the historical profiles.

Workflow

The ability to define customer care processes and escalation points is controlled and managed by a feature in SageCRM Customer Care called Workflow. Helps users adhere to workflow processes. Automatically escalates and notifies a Customer Care manager if the case remains inactive for longer than the predefined period of time. This is a powerful automation ensures that each case is followed up on expeditiously.

Customer Communications

SageCRM Customer Care enables customer care users to view communications, contacts, leads, opportunities or cases for each customer in the database. Improves efficiency and information organization, reducing administrative time.

Reports

Several predefined reports are available to users. SageCRM reports can be printed to PDF or exported to CSV, as well as delivered on screen. Allows the details of the case to be analyzed easily. Graphs may be added to make the report even more presentable and easier to examine. Reporting with SageCRM is powerful, yet simple and easy.

ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and midsized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

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Your business in mind.