

ManageEngine  
**SupportCenter Plus**



# DELIVER WORLD-CLASS CUSTOMER SUPPORT

with best-in-class software



Best practices  
out of the box



Multichannel  
support



Comprehensive  
analytics



Easy-to-use  
interface



Last-mile  
customizations



Contextual  
integrations

Enabling the world's largest organizations to deliver a superior customer service experience

XEROX

DELL

SIEMENS



Lufthansa



vodafone





# OUT-OF-THE-BOX CAPABILITIES FOR ALL YOUR CUSTOMER SUPPORT NEEDS

- ✓ Request management
- ✓ Account and contact management
- ✓ Time tracking and billing
- ✓ Knowledge management
- ✓ Self-service portal
- ✓ Request life cycle management
- ✓ Service-level agreements
- ✓ Live chat
- ✓ 150+ canned reports
- ✓ Live dashboards
- ✓ Advanced analytics
- ✓ Field service management
- ✓ Deep integrations

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**“Lots of features. This is a super loaded solution for companies of any size. Self-service portal, knowledge base, KPIs, reports, and dashboards. Easy to implement.”**

**Gerson M**  
IT consultant

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