Caught in the 'Support' Maze?

Customer Talk

"We did extensive testing of many customer support software and this is the best."

Rasmus Hassing Larsen
Support Manager - Informi GIS

We offer

- Email Response Management
- Self Service Portal
- Account & Contact Management
- Contracts Management
- Customer Experience management

We have a solution...

ManageEngine
SupportCenter Plus

www.supportcenterplus.com
www.manageengine.com

The SupportCenter Plus Vantage

Email Response Management

Avail one of the best email response management systems

- Automatic handling of email requests
- Automated customer case-tracking
- Reduce response and resolution times
- Reduce time and cost of Support Staff, Increase Productivity

Account & Contact Management

Account and Contact information at your Finger Tips

- Maintain your account and contact information from a single central location
- Manage Accounts, Sub-Accounts and related contacts independently
- Meet Unique needs of customers based on history
- Increase efficiency through instant access of Account information

Self Service Portal and Knowledge Base

Empower your Customers and your Support.

- Enhance user experience through self-service portal and reduce support load.
- Empower end-users to identify, search and find solutions on their own.
- Increase first call resolutions through integrating Knowledge base.
- Make the support process 24 X 7 and avoid duplication of effort.

Contract Management

Make your customers special.

- Prioritize your customers and provide unique service
- Proactive Service level Management.
- Meet customer expectations through higher service levels.
- Bill your customers rightly based on resolution time.

Customer Experience Management

Enrich your customer's experience

- Create and Schedule reports on the basis of different criteria.
- Conduct User Surveys and improve customer experience
- Automatic escalations in order to keep the resolution time intact.
- Automatic case assignments and notifications.

4900 Hopyard Rd., Suite 310, Pleasanton, CA 94588, USA .
Phone: +1-925-924-9500, Fax: +1-925-924-9600 For support Queries : : supportcenterplus-support@manageengine.com

Toll free
+1 888 720 9500

ManageEngine
SupportCenter Plus