

## product sheet

# Sage 100cloud

## Customer service

*Optimize the quality of your Customer Service and develop loyalty by logging in to your ecosystem.*

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Interfaced with Sage 100cloud Commercial Management and open to social networks, the Sage 100cloud Customer Service CRM gives you a 360° view of your contacts and customer requests, their tickets, etc.

You can thus develop your activity such as Helpdesk, Hotline, After-sales service, etc. with peace of mind. by giving you the means to retain your customers.

### Manage your contacts and centralize your data

You centralize prospect and customer information, track requests and tickets, all appointments and the history associated with them, and access the data they publish on social networks. At the office or on the move, all your employees have access to the same information.

requests processed, etc. You create a real knowledge base in which you find all the customer cases already processed and resolved. Thanks to the link with Sage 100cloud Commercial Management, you can use all the essential data for your management.

### Accurately track customer requests

Accurately track, in real time, the status of customer requests in the form of tickets: in progress, to be reminded, closed, etc. You view all of the requests at a glance thanks to the dashboards, and benefit from key statistical indicators to assess the resolution time, the number of

### Build customer loyalty over the long term with quality service

Technicians respond to customer requests more efficiently using information shared in the knowledge base, which promotes exchange and builds trust with your customers. If necessary, alerts notify you of delays in the resolution of certain files. Give your customers secure access, via the Internet, to their own information portal 24/7.

## Take advantage of a subscription offer tailored to you

The subscription offered for this solution gives access to this software and benefits from updates. This subscription is tacitly renewed at the end of 12 months.

You can also opt for the services adapted to your needs:

- Enjoy training benefits: unlimited e-learning courses included or discounts on training within your company or remotely
- Our Support teams can be contacted directly by chat to provide you with tips and advice.

### Trust

- > Manage your business with peace of mind thanks to dashboards and key indicators of your activity, local support and Sage services.

- > Sage 100cloud Customer Service integrates the facilitating functions within the framework of the GDPR.

### Community

- > Follow and exchange with your customers, suppliers, partners, etc. through social networks.

### Collaborative

- > The Sage 100cloud Customer Service knowledge base and customer extranet simplify exchanges and build customer loyalty by maintaining a 24/7 link with them

### Connected

- > In teleworking, on the move, easily access your solution and your data at any time, on all your devices.

### Complete

- > Sage 100cloud Service Client is part of a complete, scalable and customizable management suite, with à la carte options, to provide you with all the flexibility you need to deal with the business and structural challenges of your company.

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## Key features

- > Interactive social media link icon bar. A simple click to display all the pages of the social networks of a company or a contact, helps to find the pages.
- > Many tools and utilities: search for a term in the entire database, backup with anonymization option, user color settings in the calendar, data purge. More than 60 tools available.
- > Many diagnostic tools, optimization and repair with automatic analysis of a file and summary of points requiring attention.
- > Sage Customer Voice, allows you to contribute directly to the improvement of your applications by proposing and voting for new developments.

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## Fonctionnalités

### Contact management and loyalty

- > Customer and contact management
- > Flash info pop-up in company files and tickets
- > Dashboards and graphical reports
- > Management of activities, individual and collective agendas
- > Shared document library
- > Use with a smartphone or tablet, from a browser or using iOS and Android Apps
- > Loyalty chains
- > Transversal management of the Customer Service activity
- > Management of the Customer Service team
- > Direct mail and emailing
- > Interactive social media link icon bar. A simple click to display all the pages of the social networks of a company or a contact, helps to find the pages.
- > Consultation of sales documents Commercial Management. Example verification of the order or the invoice of an assistance contract.
- > Quick search box to find all records containing the search term.

### Customer service

- > Management, monitoring and traceability of customer requests
- > History of calls, letters, emails, etc.
- > Built-in query generator, and query templates provided as standard
- > Automatic allocation of tickets according to the skills of the technicians
- > Follow-up of service contracts: maintenance, interventions, etc.
- > Follow-up of technicians' actions: tickets processed, resolution times, most common bugs, etc.
- > Sending standard solutions by email
- > Management of outgoing calls with CTI (optional)
- > Management of activities and communications
- > Customer extranet accessible 24 hours a day, 7 days a week
- > Centralized knowledge base
- > Lead detection with commercial follow-up
- > Reporting of Customer Service activity
- > Sending configurable SMS, example: acknowledgment of receipt of an after-sales service ticket, resolution of a ticket

## Fonctionnalités

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### Settings

- > Creation of personalized entities: events, projects, contracts, contributors, stakeholders, etc.
- > Data import/export: Excel®, text, etc.
- > Customizable interactive dashboards
- > Escalation procedures and automatic reminders
- > Synchronization with Microsoft Outlook®
- > Integration with Sage 100cloud Commercial Management and Sage 100cloud management suites
- > Full customization of files, processes, etc.
  
- > Management of sectors and access rights to forms and fields
- > Multilingual
- > Openness and development: sData, HTML, Java, Javascript, .net
- > User-friendly interface for configuring views pointing to Commercial Management data
- > “Tools and diagnostics” console with content updated regularly and automatically via Internet connection
- > Numerous tools and utilities: search for a term in the entire database, backup with anonymization option, configuration of user colors in the calendar, data purge. More than 60 tools available.
- > Numerous diagnostic, optimization and repair tools with automatic analysis of a file and summary of points requiring attention.

### Mobility and technical service

- > Access to data with a smartphone or tablet, from a browser or through iOS and Android Apps
  
- > Real-time access to the agenda: postponing interventions, etc.
- > Customizable appointment agenda for optimal planning of activities
- > Management of contact details
- > Registration and follow-up of tickets
- > Geolocation of contacts
- > Stock information: spare parts, etc.
- > Entering an intervention questionnaire
- > Certificate of conformity (places, equipment, etc.), quality control (wear, etc.), etc.
- > Alerts: unpaid customers, contract anniversary date, etc.

### Real-time activity management and decision-making

- > Cross-checking of Sage 100cloud Customer Service and Sage 100cloud Commercial Management indicators with an immediate and 360° view of each account
- > Customizable and dynamic dashboards
- > Flash information showing key data from Sage 100cloud Commercial Management
- > Real-time reporting of customer requests and tickets, via personalized indicators and graphs for decision support
- > Understanding and anticipation of the evolution of the activity and management of each technician and each sector
- > Fully configurable responsive portal with example of entry and follow-up of after-sales service tickets.

### Productivity

- > Sage Customer Voice to propose and vote for new developments
- > Modification of values directly from the lists
  
- > Quick search in all choice lists



For more information and to be put in touch with an expert:

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[www.sage.com/fr-fr/sage-100cloud](http://www.sage.com/fr-fr/sage-100cloud)

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