

## Agile Customer Support

Consolidate your support operations, reduce response times, and improve your customer satisfaction rates with Agiloft's holistic customer support solution.

A well-managed customer support service desk improves customer satisfaction and often yields improved sales results. Conversely, poor customer support is often cited as a reason that customers change vendors.

### A Complete Solution

You need more than just ticket management. You need a holistic approach to solving customer support. Customers have been using Agiloft's award winning customer support application for over ten years. Its robust feature set was designed to enable superior support for complex products and services.

By providing an integrated system that holds all relevant customer information, Agiloft gives your support technicians and managers all the details they need to resolve issues quickly and accurately and to turn your support operation into a profit center.

### Benefits

- **Consolidate your support operation** by integrating all of your customer support functions in a single system.
- **Streamline your operations** with configurable case assignment and escalation rules, proactive case monitoring, and automatic notifications that keep customers and agents informed of all updates to their tickets.
- **Reduce response times and increase staff efficiency** with a dynamic library of standard solutions that allows technicians to answer cases with one click.
- **Improve customer satisfaction** through the increased efficiency of automatic assignment and escalation.
- **Communicate on all channels** using email, live chat, web forms, phone calls, and faxes. Auto-create cases from any channel and link any customer interaction with the right support case automatically.
- **Capture tickets from anywhere** so customers can contact you however they like – by live chat, phone, email, social media, or web form – for true multichannel support. Convert chat transcripts into tickets with a single click.

# Agiloft Has Everything You Need

Our Agile Customer Support solution was designed to enable world class support for complex products and services.

**A self-service portal and dynamic FAQ** are available to your customers 24/7, enabling issues to be resolved immediately without any staff time.

**Integrated live chat** enables real-time communication with support staff, cutting telephone costs and allowing technicians to chat with multiple customers simultaneously.

**The fully customizable end user interface** can be designed to fit seamlessly into your website, providing a rich and differentiated set of options appropriate to each customer.

**Distinct branding** is easy with our look and feel wizard, providing a personalized experience for different sets of customers.

**Workflow and business rules** work together to direct technicians through the proper process, automating communications with customers and ensuring that issues don't fall through the cracks.

**Escalation rules** ensure that managers are notified when their intervention is needed to meet SLA's.

**Graphical charts and reports** provide insight into turnaround times, staff productivity, and backlogs.

**Integrated customer surveys** allow you to check the pulse of customer satisfaction ratings.

**Full auditability** is provided through historical snapshots that display the entire record as it existed at any point in the past, and configurable audit logs capture all events of interest.

**Single Sign-On and LDAP/MSAD** authentication options eliminate user maintenance and duplication of data.

**APIs for easy integration** such as Web Services, REST API, and External System Adapters enable real-time integration with back-end systems.

## For More Information

Contact Agiloft today at 1-888-727-2209, Ext. 1 or visit our website at <http://www.agiloft.com/customer-support.htm> to learn more about Customer Support with Agiloft.



## About Agiloft

Over 2.5 million users at organizations ranging from small enterprises to U.S. Government agencies and Fortune 100 companies depend on Agiloft's innovative applications for [Help Desk](#), [Contract Management](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit <http://www.agiloft.com>.