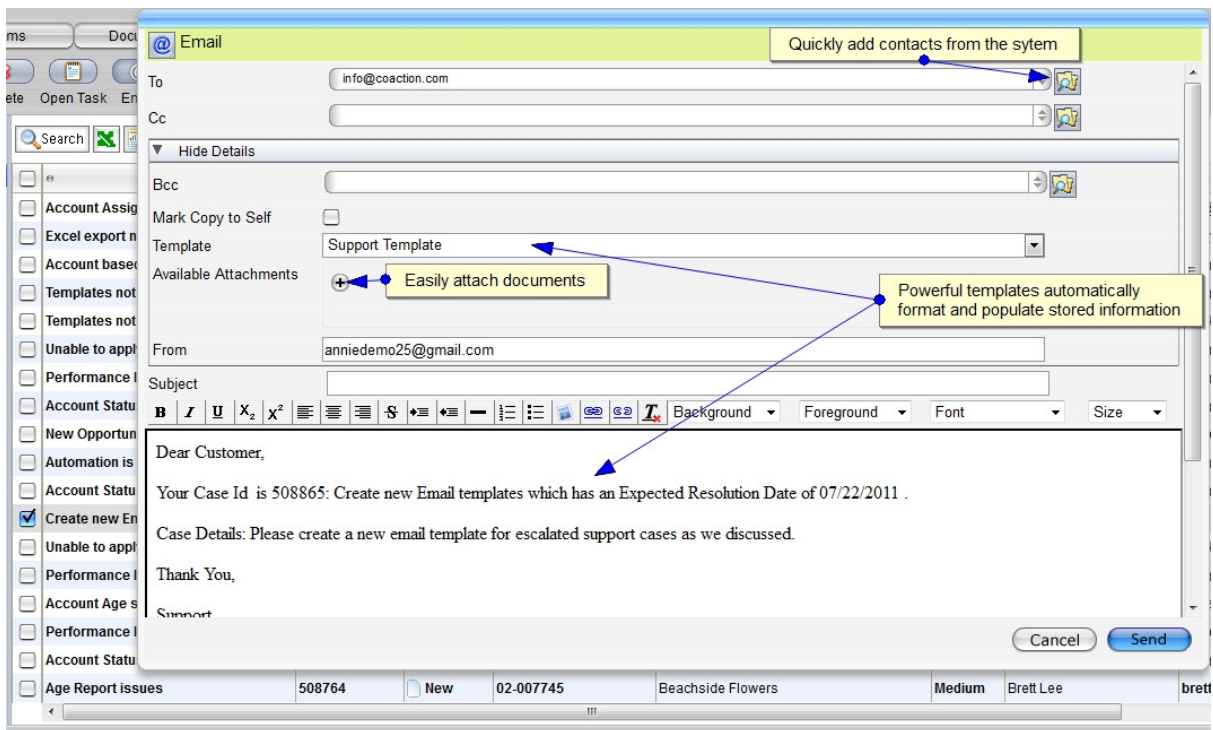


The Collaborative CRM and Support Solution is Here

Manage your customer issues, gain new customers, retain existing customers, and reduce support costs. coAction offers an on demand and easy to use rich web support for customer service and help desk.



Features

- ▶ Enable CSR, help desk to manage, assign, and resolve support cases
- ▶ Provide rules-based routing to cases
- ▶ Accept support cases by emails, customer portal or customized forms
- ▶ Send automated responses to customers
- ▶ Send alerts and reminders before the defined SLA triggers

Benefits

- ▶ Use customized dashboards, searchable views and pre-built reports
- ▶ Cut costs and improve workflow by automating support case management
- ▶ Route cases intelligently, enabling fast, efficient prioritization
- ▶ Single window for all information for support reps to resolve a case
- ▶ Deliver a superior and modern customer service experience
- ▶ No software to install or maintain