

DATA SHEET
Simplify Your Support Operations

CUSTOMER **1**



Simplify Your Support Operations

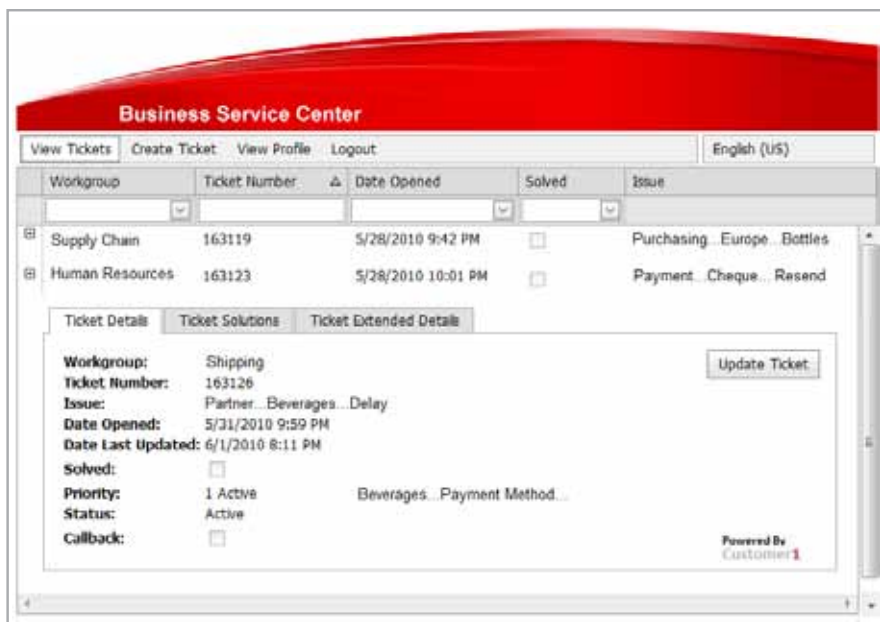
Delivering great customer support is never easy, especially when faced with software options that were built to serve a range of business functions beyond customer service. As suite solutions continue to expand in scope, they layer-on additional complexity for users, managers and administrators. And the increased complexity can distract you from what it is you really need – the right tools to build a remarkable support operation.

Customer1's support software combines issue management, a knowledge base, self service portal, and email response management into a tightly integrated solution that manages all of your support needs. Deliver exceptional support experiences over phone, email, and self service channels to your customers, partners, and employees.

With a track record of simplifying and streamlining support, Customer1's solution has been increasing agent productivity, improving operational efficiencies and lowering overall service costs since 2002. Headquartered in Toronto, with offices in Charlottetown, PEI, Customer1 serves clients in 10 countries and 8 languages.

Believe in the Power of Simplicity.

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Self service portal delivers 24/7 support to customers and employees through knowledge base access and issue management

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Our Reason for Being

SIMPLE AND STREAMLINED

Customer1's solution was designed with the agent in mind, making common tasks easy to execute and helping you focus on what's important - creating positive support experiences for your Customers, Partners and Employees.

DRIVE OPERATIONAL EFFICIENCY

Improve the key performance indicators that matter to you the most including first call resolution, average handle time, call deflection and service level compliance.

LOWER OVERALL COST OF SERVICE & SUPPORT

Realize savings with more productive agents that enjoy reduced training time, and by utilizing cost effective support channels including email and self service.



Award Winning Solution

Customer1's support software was recognized by Microsoft IMPACT Awards program as providing Best Business Platform Value and Best Customer Experience.

The company was also recognized by industry publication *Contact Center World* for Best After Sale Support.

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Issue Management ensures customer issues are tracked and resolved across telephone, email, and self service channels

Knowledge Base provides rapid access to solutions for support requests to customers and agents

Self Service Portal delivers 24/7 support to your customers from your website while reducing your overall service costs

Workflow Management streamlines the escalation and routing of issues to optimize your service levels based upon your business requirements

Email Response Management resolves and tracks high volumes of issues sent by email quickly and professionally

Management Dashboards and Reporting measure your support centre's performance while providing insights to resolve operational bottlenecks, gaps, and inefficiencies

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Management dashboard and reporting tools help managers measure the performance of their support centre and agents.

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Technical Specifications:

Customer1's platform utilizes a web-based architecture to provide seamless access to on-site and remote support agents.

- Microsoft .NET Platform
- Microsoft SQL Server 2005
- Microsoft IIS 6.0
- Browser-based user interface
- Available as an On Premise or Hosted solution



The Customer1 Advantage

With decades of experience in contact centre environments, our team possesses the knowledge and skills to help you achieve your goals. Our focused and streamlined solution makes deployment and training easy and fast. Dedicated account managers and consultants work with you to ensure continuous improvements in the performance and quality of your support operations.

