

MICROSOFT BUSINESS SOLUTIONS CRM CUSTOMER SERVICE

Offer superior customer service and increase capacity without adding employees. With Microsoft® Business Solutions CRM Customer Service, your service representatives can track requests, manage support issues from initial contact through successful resolution, and provide the consistent, efficient service that helps ensure customer satisfaction.

SET UP EFFICIENT CUSTOMER SERVICE PROCESSES

Assign, manage, and resolve support incidents with automated routing, queuing, and escalation of service requests, along with case management, communications tracking, and auto-response e-mail.

UNDERSTAND CUSTOMER NEEDS

A wide range of reports make it easy to identify common support issues, evaluate customer needs, track processes, and measure service performance.

SHARE INFORMATION EASILY

Identify top customers and prioritize service needs with a complete view of accounts, including sales, order, and support information.

CREATE A SHARED KNOWLEDGE BASE OF SUPPORT INFORMATION

Resolve support issues accurately and efficiently using a searchable, shared knowledge base of articles.

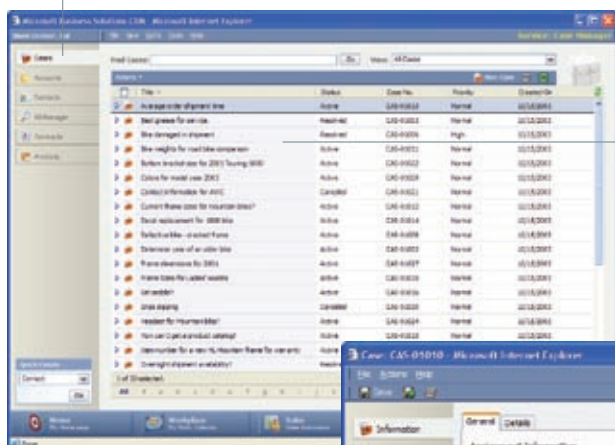
CUSTOMIZE AND SCALE EASILY

Configure user interfaces and workflow processes, customize the solution to fit your business, and scale the installation to meet changing needs.

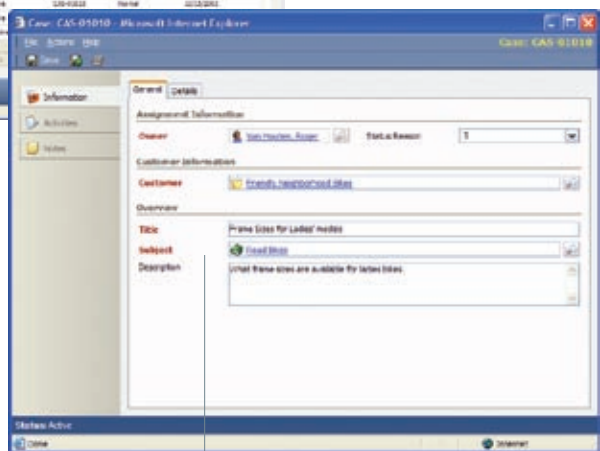
INTEGRATE WITH MICROSOFT BUSINESS SOLUTIONS FOR FINANCIAL MANAGEMENT

Help eliminate redundant data entry and streamline business processes through integration with Microsoft Financial Management (North American versions only).

EASILY ACCESS ALL SUPPORT CASES, account information, problem resolution tools, and contracts.



VIEW AND TRACK ALL SUPPORT INCIDENTS from initial contact through resolution.



TRACK THE DATA YOU NEED to offer customers consistent, efficient service by using customizable case forms.

Microsoft CRM is built from the ground up on the Microsoft .NET Framework, delivering tremendous business value through easy integration with third party applications and Web services.

MICROSOFT BUSINESS SOLUTIONS **CRM CUSTOMER SERVICE**

Microsoft CRM Customer Service

Case management: Create, assign, and manage customer service requests from initial contact through resolution, as well as manage communications and other activities.

Service requests: Automatically associate incoming support inquiries with the appropriate case.

Queuing: Send cases to a waiting area—the queue—where they can be easily accessed by individuals and teams.

Routing and workflow: Route service requests automatically to the appropriate representative for resolution, escalation, or reassignment.

Searchable Knowledge Base: Resolve common support issues quickly by using a searchable Knowledge Base. Built-in review processes help ensure that published information is complete, correct, and properly tagged.

Contract management: Create and maintain service contracts within Microsoft CRM to help ensure accurate billing for support incidents. Each time a support case is resolved, the relevant contract information is updated automatically.

E-mail management (includes auto-response e-mail):

Maintain accurate customer-related communication records with automated tracking and response for customer e-mail messages.

Product catalog: A full-featured product catalog includes support for complex pricing levels, units of measure, discounts, and pricing options.

Reports: Identify common support issues, evaluate customer needs, track service processes, and measure service performance.

Integration with Microsoft Financial Management:

Microsoft CRM (North American versions only) integrates with Microsoft Financial Management. Key data mapping includes accounts, contacts, product catalog, orders, and price lists.

Microsoft CRM is available in U.S. English, International English, French, German, Spanish, Italian, Dutch, Brazilian Portuguese, and Danish.

Microsoft CRM works with the latest Microsoft operating systems and servers, including Microsoft Windows® Small Business Server 2003 Premium Edition.

A global network of Microsoft Partners can offer hands-on assistance with setup and maintenance processes for Microsoft CRM, along with comprehensive support and training resources.