

CUSTOMER SUPPORT

AGILE CUSTOMER SUPPORT

Close tickets faster, minimize interruptions, and deliver exceptional customer service with Agiloft's flexible Customer Support solution.

A COMPLETE SOLUTION

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

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

BENEFITS

- **Consolidate your support operation** by integrating all customer support functions in a single system.
- **Streamline your operations** with configurable case assignment, escalation rules, proactive case monitoring, and automatic notifications.
- **Reduce response times and increase staff efficiency** with a dynamic library of standard solutions that technicians can use to resolve cases with one click.
- **Reduce costs** by allowing users to help themselves 24/7 with the built-in end-user portal.
- **Work efficiently** with Quick Edit capabilities that allow you to make record changes on the fly.
- **Communicate across multiple channels** and link any customer interaction with the right support case automatically.
- **Capture tickets from anywhere** – by live chat, phone, email, social media, or web form – to enjoy true multichannel support.

AGILOFT HAS EVERYTHING YOU NEED

- **Self-service portal** provides 24/7 ticket submission, reduces staff time for handling emails and calls, and empowers customers to resolve issues.
- **Integrated live chat** is available for real-time communication with support staff, allowing technicians to chat with multiple customers simultaneously.
- **The customizable end user interface** seamlessly integrates with your website, providing a differentiated set of options for each customer.
- **Escalation rules** track SLAs and notify managers when they are needed to resolve urgent or overdue issues.
- **Graphical charts reports** provide insight into turnaround times, staff productivity, and backlogs.
- **Integrated customer surveys** allow you to monitor customer satisfaction levels.
- **Full auditability** is provided through historical snapshots that display configurable audit logs and the entire record at any point in time.
- **Single sign-on capabilities**, provided by LDAP/Active directory, SAML, or Google OAuth, simplify access.
- **APIs for easy integration**, such as Web Services, REST API, and External System Adapters enable real-time integration with back-end systems.

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

For More Information

Contact Agiloft today at 1-888-727-2209, Ext. 1 or visit our [product information page](#) to learn more about Customer Support.

ABOUT AGILOFT

Over 3 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for [Contract Management](#), [Service Desk](#), [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 <https://www.agiloft.com>.

