

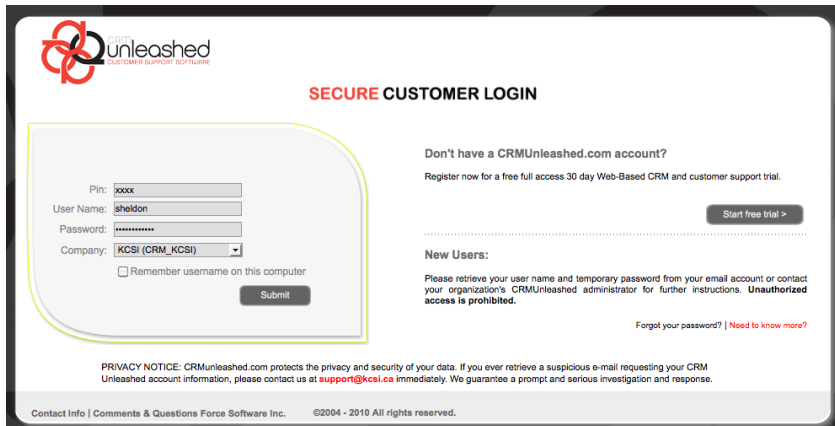


## TAKE CONTROL OF YOUR SUPPORT DEPARTMENT

The benefits of CRMUnleashed Help Desk Software are enormous, find out why many other companies choose CRMUnleashed as their Help Desk Software Solution.

### SYSTEM CAPABILITIES

- **Attachments & Documents:** Add files of any size and format to Issues, Organizations, Projects and Notes.
- **Outlook Integration:** Bi-directionally synchronize your contact records, tasks, meetings and calls between Microsoft Outlook and CRMUnleashed and easily synchronize your Outlook emails to CRMUnleashed contact master files for lookup and reference from within CRMUnleashed.
- **Case Planning/Priorities:** Prioritize your cases or the cases of others by indicating the queue position of the case. All other cases will shuffle accordingly.
- **E-mail Notifications:** Your customers, assignees, case owners and other interested parties will always be in the loop and updated through email. Customize messages in your own words with the information you wish to include.
- **Embedded Images and Rich Text:** Use rich text options to embed image files, format and spell check text, as well as insert tables and hyperlinks within notes, emails and cases.
- **Web-based Access:** Deploy CRMUnleashed over the internet or your company's intranet with no client-side installation required. All you need is an iPad, Mac, PC or laptop internet browser and an internet connection and you are up and running in a matter of minutes.
- **Historical Transparency:** Easily view and manage all contact related history, activities right from the master file, from tasks, calls, meetings through to customer support cases. You can see everything related to your contact from one easy to use screen.
- **Schedule and Availability:** Schedule user availability, call, meeting and task events in the Calendar. Re-assign events to alternate times and dates, including users (if need be) and define recurring events with ease.
- **Service Level Support Agreements:** Set and monitor customer support plan agreements and limit the number of allowed cases in a range of time allowed per support plan.
- **Time and Billing:** Support workers can easily book their time spent on each case along with a note indicating why the time is being booked.



## SELF-SERVICE FEATURES

- **Password Reset:** Allow users to change their CRMUnleashed passwords using Self Service Password functionality built into the Customer Portal.
- **Self Registration:** New users can self-register from the Customer Login window
- **Screen Capture Utility:** Using the CRMUnleashed Issue Screen Capture Utility your clients can take a screenshot of an issue and upload to a new or existing case with a push of a button.
- **Customer Portal:** Your clients can communicate with your support team via the Customer Portal where they can view and add notes and documents to existing cases, create new cases and report on all or some of their cases.

## CUSTOMIZATION OPTIONS

- **Case Issue Screens:** There are three customer support templates for you to use and if you wish another screen customized we can do it for you within a day for a nominal fee. Get the exact look and feel your organization requires.
- **Site Appearance:** CRMUnleashed is an ASP.NET application so you can easily change screen colors, images, logos and look to meet your unique needs.
- **User-Definable fields:** There are quite a few fields in CRMUnleashed that are user-definable. Change the label and field content as you require on your own.



### Authorized CRMUnleashed Distributors

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## PURCHASE OPTIONS

**On-Demand (hosted)** - Leased monthly and installed on our secure redundant servers. Software Subscription and support included in the On-Demand solution.

**On-Premise (Out-of-the-Box)** - This is a purchased outright solution that gets installed on your servers. Software subscription and support can be renewed annually.

## USERS

There is no cost to customer or end user access to CRMUnleashed. They can create their own cases through the portal and submit case updates via the Issue screen capture utility.

You only pay for Normal System Users who need to, use the other functionality found within CRMUnleashed. For example, to be assigned to cases, manage cases, book time to cases, utilize CRM functionality and plan case priorities.

## REPORTING CAPABILITIES

- **Dashboard:** 360 degree view of your current support desk status
- **Report Generators:** From Summary to Detailed contact and support related reports by date range if required, CRMUnleashed has reporting covered.
- **Searches:** Search for contacts, cases based on a variety of input and sorting options, you even have and even full text searching capabilities enabling you to find anything you wish related to all data in CRMUnleashed
- **Report Enhancements:** Report enhancements are just a phone call away, usually delivered within 24 hours, How? We utilize Crystal Reports making report modifications a snap.

