

Welcome to our customer self-service portal

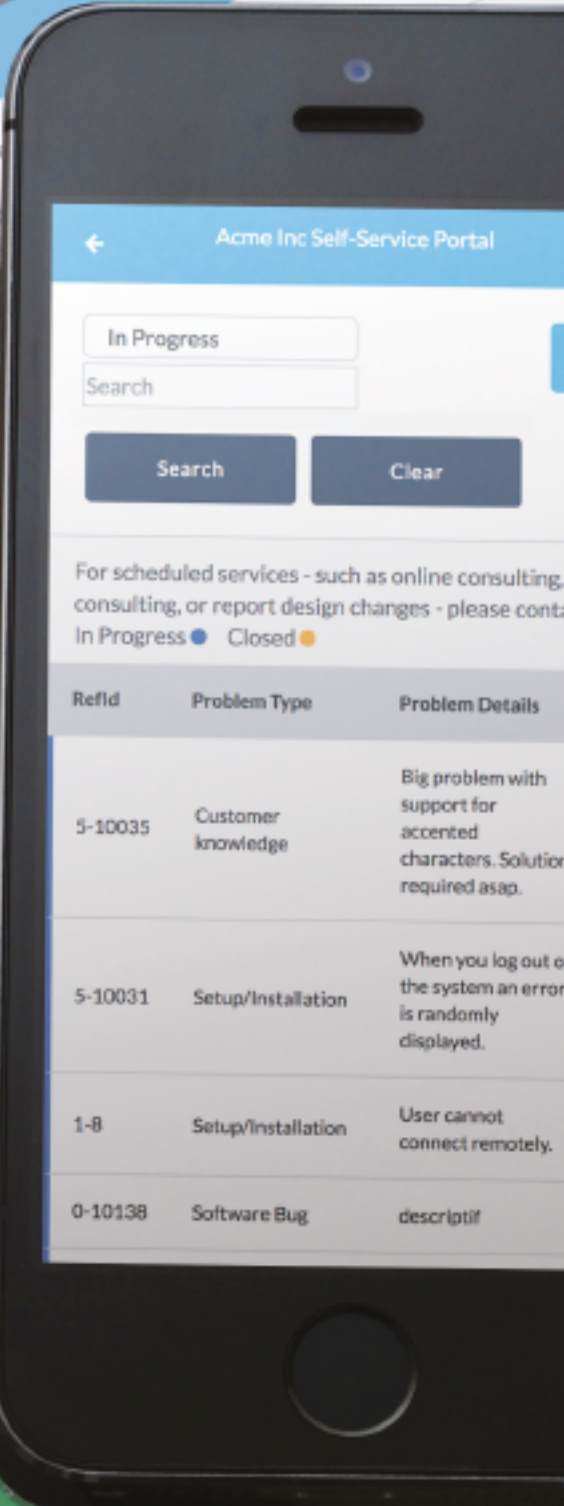
**Cases**  
15  
Last Case logged: 9/13/2016

**Clients**  
3  
Number of clients registered.

**Emails**  
4  
Out: 2

**Active Cases**

- Home
- Dashboard
- Company
- Cases
- Knowledgebase
- Downloads
- Product Support
- Quotes
- Orders
- Contact Us
- Log Off



Acme Inc Self-Service Portal

In Progress

Search

Search Clear

For scheduled services - such as online consulting, consulting, or report design changes - please contact us. In Progress ● Closed ●

Refid	Problem Type	Problem Details
5-10035	Customer knowledge	Big problem with support for accented characters. Solution required asap.
5-10031	Setup/Installation	When you log out of the system an error is randomly displayed.
1-8	Setup/Installation	User cannot connect remotely.
0-10138	Software Bug	descriptif

365

# Customer 365 for Sage CRM

Your own company branded Sage CRM self-service portal

# TAKE CRM TO THE NEXT LEVEL

Provide your customers with anytime, anywhere access to resources and information

## Customer365 Portal Features

- Responsive interface that works on any device, PC, Tablet and Mobile
- Central document repository
- Case Management (Notes, Files)
- Case History access
- Customer Information
- Track downloads
- Password Recovery
- Knowledge base
- Brand-able

### Case Management

Reduce the email workload on your support team by allowing customers to add and review their cases. Customers can add follow up notes, files and screenshots. With the CRM Solutions entity available as a knowledge base you can improve customer service and satisfaction.

### Document Repository

Provide a central documents area that ensures that you're not constantly sending these documents via emails and that you have only one area to update when documents are changed.

### Works Anywhere

Designed as a responsive UI customers can access the portal from their Mobile, tablet and PC.

### Extend and Brand

Your logo and brand colors are applied. The system can also be extended to provide for your specific needs.

### Improve how you service your customers

- Improved customer satisfaction
- Increases customer engagement
- Reduces staff workloads
- Works on any device
- Improves your business processes


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