

SALESLOGIX®

Sales Marketing **Support** eCommerce

The complete solution for tracking, managing, and resolving customer support issues.

Sales and Marketing deliver customers to your business — but your Customer Support department keeps them with you for the long haul. With the costs of acquiring customers 5-10 times higher than retaining them, support solutions designed to build lasting relationships with your customers have a tremendous impact on the bottom line.

To deliver beyond your customers' expectations and exceed your support department's performance goals, service professionals must have the most current and complete customer data at their fingertips. Data that helps them effectively resolve service

issues — and cross-sell or upsell your products. After all, customers interact with your support team more frequently than with anyone else in your company.

SalesLogix Support enables your organization to build solid relationships with customers. With real-time access to all relevant customer data — including products purchased, ticket and defect history, RMAs, and maintenance contract status — SalesLogix makes the most of your interactions with customers, providing you new selling opportunities.

In addition, SalesLogix offers powerful self-service support solutions via the Internet — reducing transaction costs and allowing your customers around the world to get the support they need — how and when they need it.

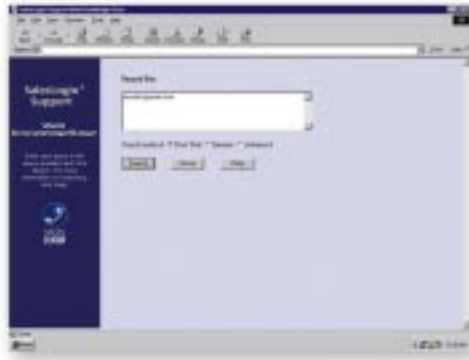


The mid-market CRM leader.™



Help customers help themselves

Reduce costs by empowering customers to find the solutions they need online — at their convenience. The robust Web KnowledgeBase in SalesLogix puts the same intelligence used by your support team on your website — along with a search engine that simplifies the self-service experience. And, with WebTicket, customers and employees around the world can create and track support issues online — anytime.



Customers and employees can securely search the SalesLogix Web KnowledgeBase for self-service solutions online.

Streamline support center activities

With advanced problem tracking and resolution tools in SalesLogix, it's easy to exceed customer expectations and internal performance goals. Manage call and defect tracking, service contract renewals, and return material authorizations (RMAs). The rules-based escalation in SalesLogix even provides notification via phone, e-mail or pager when the situation demands.

Keep critical knowledge at your fingertips

With its powerful SpeedSearch™ knowledge base, SalesLogix keeps critical information at your fingertips. SpeedSearch “remembers” call tickets, defects, standard problems and resolutions, and provides access to external files such as manuals, FAQs, and white papers. There's also a full-text search engine to help support professionals find what they need — now.

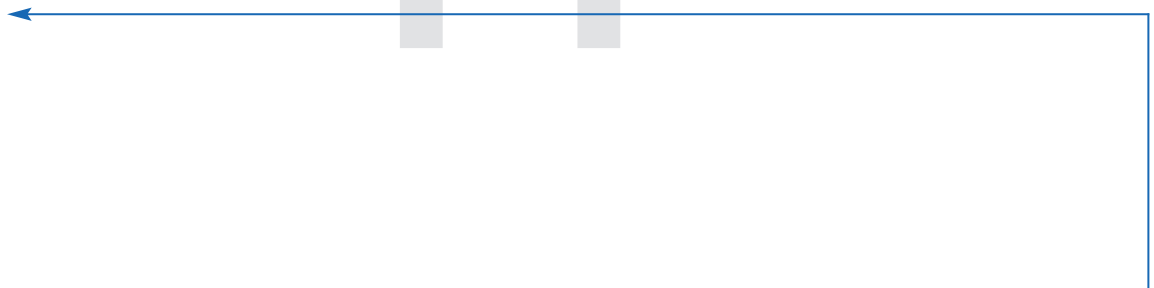


SalesLogix Support puts all the information your support reps need right at their fingertips.

Share information with your front-office team

The Support module is a fully-integrated component of the SalesLogix customer relationship management suite. All modules share a single customer database, giving your entire organization a consistent customer “view” to deliver a consistent customer experience.

support





The SpeedSearch knowledge base consolidates your support resources for fast retrieval.



With WebTicket, customers can create and track support issues online — anytime.

Customize to meet specific business needs

Whether you're a software company that meticulously tracks feature requests, or an appliance manufacturer concerned with efficiently managing RMAs, you can customize SalesLogix to meet your company's unique requirements. Create or modify tabs, fields, tables, views, scripts, pick lists, reports, and security settings — it's up to you.

SalesLogix Support is a fully-integrated component of the SalesLogix.net customer relationship management suite. Other modules include Sales, Marketing, and eCommerce.

Product Highlights



- Maximize effectiveness of support center interactions
- Reduce per-transaction costs
- Deliver effective self-service solutions
- Gather and retain critical intelligence
- Build and enhance customer relationships
- Capitalize on new selling opportunities
- Extend access to support resources globally
- Customize the "support experience"



About SalesLogix

SalesLogix is a fully integrated, customer relationship management suite encompassing Sales, Marketing, Support and eCommerce components. Used by more than 3000 customers worldwide, SalesLogix solutions are:

- Highly customizable and proven.
- Right-sized for any situation.
- IT resource friendly.
- Affordable, offering a low total cost of ownership.
- Intuitive and designed for maximum user acceptance.
- Quickly deployable in LAN, Web or wireless environments.
- Focused on providing a rapid return on investment (ROI).

About Interact Commerce Corporation

Interact is the leading provider of relationship management software for mid-market companies and small office/home office businesses.

The company is known for building products that are easy to use, quick to deploy, and provide anytime, anywhere access to critical information. The company's products include SalesLogix, the mid-market CRM leader (customer relationship management) used by over 3000 companies; and ACT!, the best selling contact manager used by more than 3 million professionals and 10,000 corporations. Through integration with leading back office software solutions, SalesLogix provides a complete view of the customer.

Both SalesLogix and ACT! dominate in their respective markets, including high tech, real estate, financial services, manufacturing, marketing and consulting industries. Interact products are sold in 60 countries worldwide both direct and through value added resellers. Headquartered in Scottsdale, AZ, the company can be found on the World Wide Web at: www.interactcommerce.com.

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For more information, go to www.saleslogix.com.

Or contact your certified SalesLogix Business Partner. If you need to find a Business Partner in your area, call 1-800-643-6400.

To register for a "live" e-demo to see how SalesLogix can help grow your business, go to www.saleslogix.com/edemo.

SALESLOGIX®

support