

FrontSupportWeb & FrontSupport

*Your complete customer support solution for
GoldMine and ACT!*



Are your customers smiling today?

FrontZone

Are your customers smiling today?

OK, your company uses **ACT!** or **GoldMine** to keep track of your customer information!

So how does your **Customer Support** team track whether these customers are smiling (or frowning) when using your product/service?

They probably don't! Chances are, your customer support solution doesn't integrate your customer information in ACT! or GoldMine database and so your Support or Sales team can't easily tell how happy or unhappy your customers are! **This means that you are probably losing your customers AND revenue!**

So, what's the solution?

FrontSupportWeb & FrontSupport - Your complete customer support solution that integrates with ACT! and GoldMine!

FrontSupportWeb gives you a web based customer support solution that lets you take advantage of the power of internet.



FrontSupport gives you the power and speed of a client server application to serve your customers more efficiently.

FrontSupport is a client-server, windows based customer support software that enables your company to track and manage your customer support issues from the time they are reported to the time they are resolved.

FrontSupportWeb is a web based customer support software that enables your customer support personnel to store information for your customer support issues and tracks the issues from the time they are reported to the time they are resolved. FrontSupportWeb runs within a web browser and offers similar functionality as FrontSupport.

In addition to storing and managing customer support information, FrontSupportWeb & FrontSupport integrate your support information with the customer information in your ACT! or GoldMine contact database. This integration eliminates duplication of your customer information in sales and support departments so that both departments share the same customer information. An integrated solution lets you keep track of how your customers are being served.

How can your company use FrontSupportWeb & FrontSupport?

FrontSupportWeb and FrontSupport have been designed to be used company wide by different people in different departments.

Customer Support: The customer support department of your company will use FrontSupport & FrontSupportWeb to keep track of all issues/problems that your customers report about your product or service. You can create new support issues or quickly search through the existing support database. You can maintain a knowledgebase of frequently asked questions and generate reports to see trends and patterns when supporting your customers.

Customer issues no longer slip through the cracks and you won't lose customers to your competition!

Sales: Sales will use ACT! or GoldMine to keep track of customer information. Since the ACT! or GoldMine database is integrated with FrontSupportWeb & FrontSupport's customer support database, your sales people can instantaneously verify how your customers are being taken care of by your company's support personnel.

Before your sales person can make that sales call to your customer Mr. John Smith, this sales person can immediately look up John Smith's record and see if Mr. Smith has any outstanding support issues and avoid any surprises.

Engineering & QA: If your company develops products, the engineering/design and QA departments will use FrontSupportWeb & FrontSupport to keep track of new features to be added, product defects and problems (bug tracking) during the product development. Since all this information will remain in a centrally accessible database, product development coordination becomes easier and nothing will slip through the crack!

Marketing: Marketing will use FrontSupportWeb & FrontSupport to categorize and analyze the nature of problems and issues that your customers face. Your company can use this insight to improve your product or service. An improved product or service leads to increased revenues and increased profits!

FrontSupport is hands down, the best support solution for any organization that needs to track requests or other service events and integrate them with GoldMine.

For TSAChoice, it has given us the tools to take our responsiveness to customers to another level.

- Chip White



FrontSupportWeb and FrontSupport Features

Runs out of the box: FrontSupportWeb and FrontSupport install out of the box very quickly and you can setup and configure both the products within an hour.

Standard Backend Database: FrontSupportWeb and FrontSupport use MS Access as the backend database to store the customer support data. A standard database like MS Access means that you can use any external tool (like Microsoft Excel, Crystal reports etc.) to open the database and use your customer support data for analysis, custom report generation, and more.

Automatic Ticket Id generation: Whenever you create a new issue, FrontSupportWeb and FrontSupport will automatically generate an issue id (i.e. ticket id) so that you can track this issue by an id number.

Real-time ACT! / GoldMine Integration: FrontSupportWeb and FrontSupport integrate with ACT! or GoldMine so that all your contact records are visible in FrontSupportWeb and FrontSupport. Customer support issues that are created can be attached to the ACT! or GoldMine contact records so that it is easy to track which issues belong to which customer. Also, FrontSupportWeb and FrontSupport integrate with your ACT! or GoldMine in such a way that any updates made to your GoldMine database are instantaneously available to FrontSupportWeb and FrontSupport users. The data integration is real-time!

Updates to ACT! / GoldMine History: When a support issue is created and attached to an ACT! or GoldMine contact, FrontSupport creates an entry in the contact's "History" tab. This means that you can open the "History" tab for a contact in ACT! or GoldMine and see all the support issues for that contact.

Filters & Queries: Filters allow you to create queries to see the issues that interest you. An example of such a filter would be "Show me the open issues that are assigned to me". Filters help you focus on the relevant issues without having to go through your entire customer support database.

Management Reports: With one click of the mouse button, you can easily create management reports and charts using Microsoft Excel.

Time & Billing: For each support issue, you can keep track of time and billing information so that you can invoice your customers.

MAPI (email) Support: If you have a MAPI compliant email tool (e.g. Outlook, Eudora, Netscape etc.) installed and configured on your PC, with one click you can make FrontSupportWeb and FrontSupport use your favorite email program to email to your customers.

FrontSupportWeb & FrontSupport is by far the easiest issue tracking system available and it had all the features that we wanted. I have had new users ready to go after a 30-minute demo.

FrontSupportWeb & FrontSupport are the clear winners in terms of ROI and ease of implementation!

- John Licata

CLIENTLOGIC

Pricing

FrontSupportWeb Bundle	Price
FrontSupportWeb + FrontSupport – 5 User License	\$2495
FrontSupportWeb + FrontSupport – 10 User License	\$4270
FrontSupportWeb + FrontSupport – 15 User License	\$5845
FrontSupportWeb + FrontSupport – 20 User License	\$7445

FrontSupport	Price
FrontSupport – 1 User License	\$395
FrontSupport – 5 User License	\$1775
FrontSupport – 10 User License	\$3350
FrontSupport – 15 User License	\$4950
FrontSupport – 20 User License	\$6320

Company Information

FrontZone Corporation
172 Carlow Court
Sunnyvale, CA 94087

Phone (408) 739 5370

Fax (408) 739 5690

Web www.frontzone.com

Email: sales@frontzone.com
support@frontzone.com

FrontSupportWeb and FrontSupport are registered trademarks of FrontZone Corporation. GoldMine is a registered trademark of FrontRange Solutions. ACT! is a registered trademark of Interact Commerce Corporation.