



# SugarCRM Customer Support

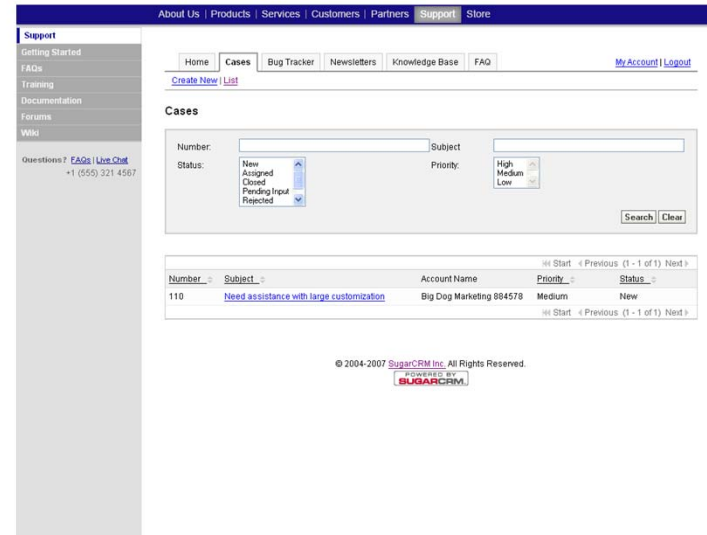
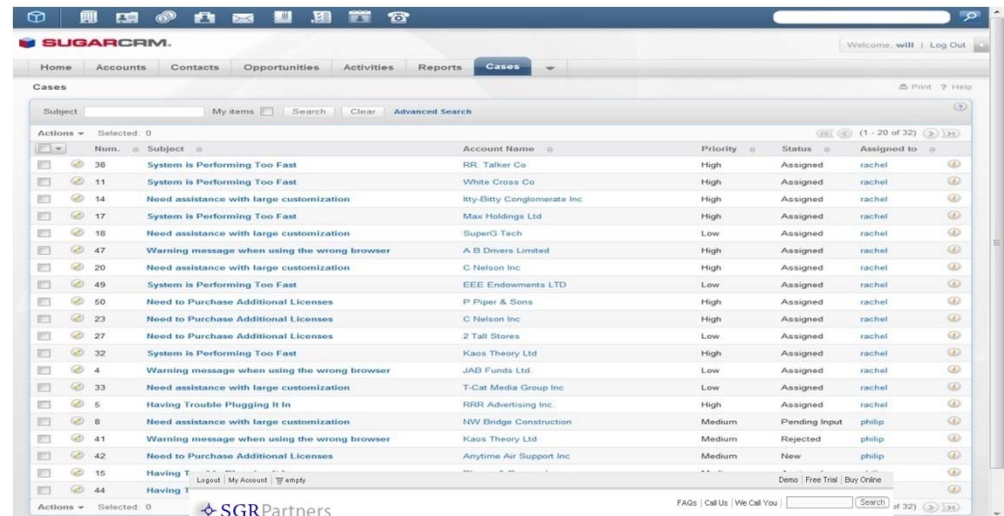
June 6, 2011



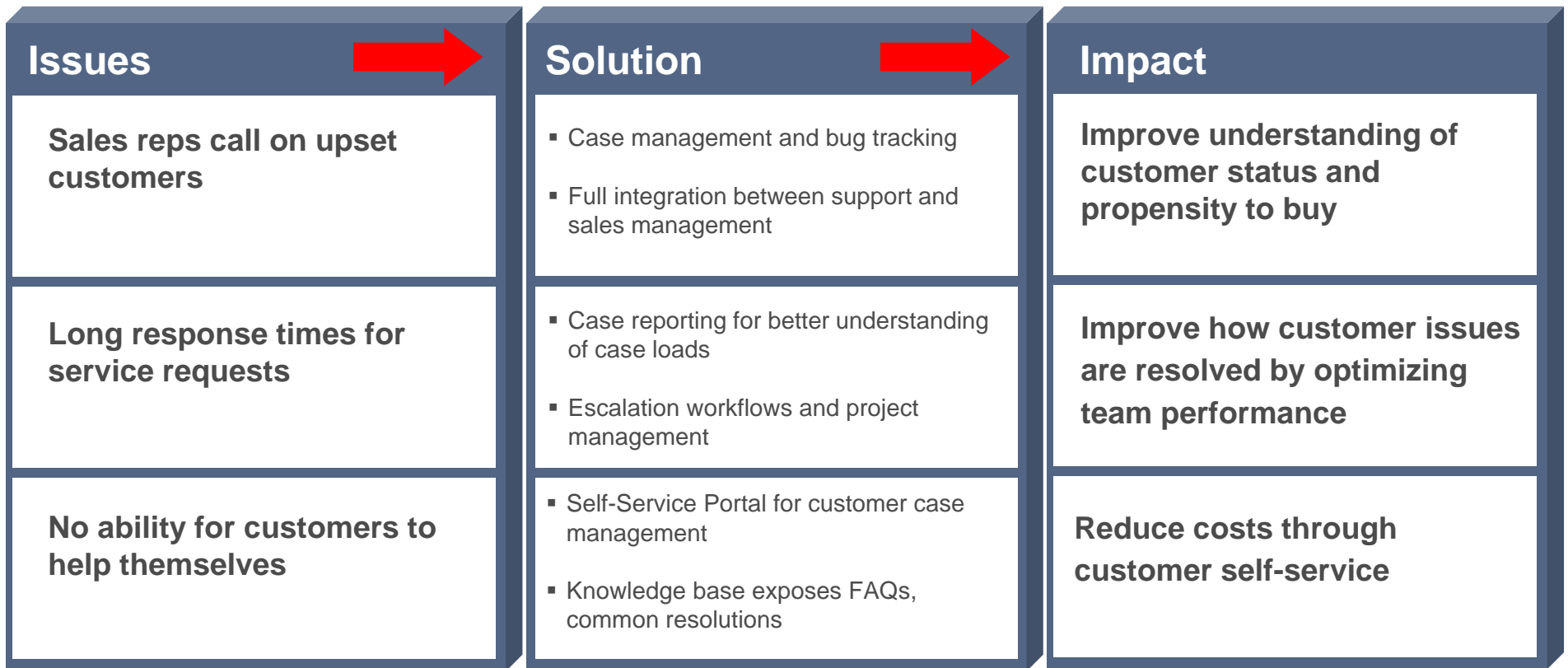
# Create a Consistent Customer Experience



- Central repository for customer support and product issues
- Share knowledge and case resolutions across teams
- Reduce costs through customer self-service



# SugarCRM Customer Support



# Case Management

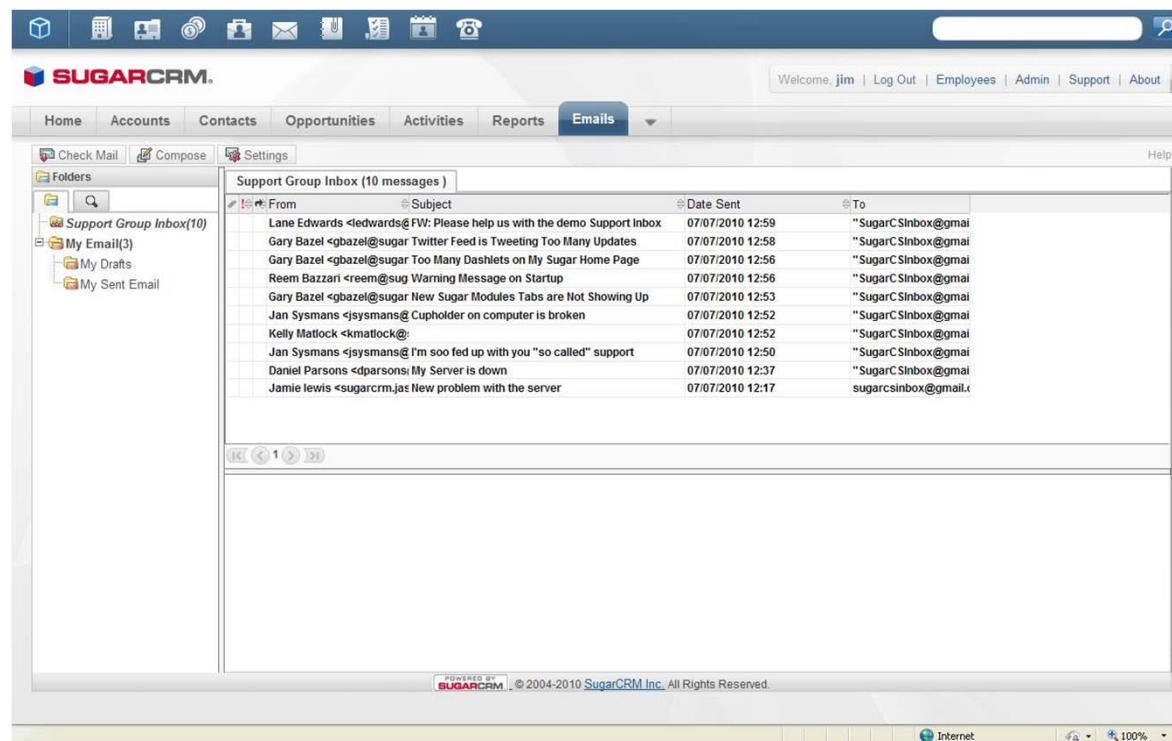
- Gain a complete view of support request history
- Escalate unresolved issues for resolution
- Monitor the effectiveness of case responses

The screenshot displays the SugarCRM interface for managing cases. The top navigation bar includes Home, Accounts, Contacts, Opportunities, Activities, Reports, and Cases. The main content area shows a list of cases with columns for Num., Subject, Account Name, Priority, Status, and Assigned to. The cases are sorted by priority and status, with 'Assigned' cases appearing first. The interface also includes search filters, pagination controls, and action menus.

Num.	Subject	Account Name	Priority	Status	Assigned to
38	System is Performing Too Fast	RR Talker Co	High	Assigned	rachel
11	System is Performing Too Fast	White Cross Co	High	Assigned	rachel
14	Need assistance with large customization	Ity-Bitty Conglomerate Inc	High	Assigned	rachel
17	System is Performing Too Fast	Max Holdings Ltd	High	Assigned	rachel
18	Need assistance with large customization	SuperG Tech	Low	Assigned	rachel
47	Warning message when using the wrong browser	A B Drivers Limited	High	Assigned	rachel
20	Need assistance with large customization	C Nelson Inc	High	Assigned	rachel
49	System is Performing Too Fast	EEE Endowments LTD	Low	Assigned	rachel
50	Need to Purchase Additional Licenses	P Piper & Sons	High	Assigned	rachel
23	Need to Purchase Additional Licenses	C Nelson Inc	High	Assigned	rachel
27	Need to Purchase Additional Licenses	2 Tall Stores	Low	Assigned	rachel
32	System is Performing Too Fast	Kaos Theory Ltd	High	Assigned	rachel
4	Warning message when using the wrong browser	JAB Funds Ltd.	Low	Assigned	rachel
33	Need assistance with large customization	T-Cat Media Group Inc	Low	Assigned	rachel
5	Having Trouble Plugging It In	RRR Advertising Inc.	High	Assigned	rachel
8	Need assistance with large customization	NW Bridge Construction	Medium	Pending Input	philip
41	Warning message when using the wrong browser	Kaos Theory Ltd	Medium	Rejected	philip
42	Need to Purchase Additional Licenses	Anytime Air Support Inc	Medium	New	philip
15	Having Trouble Plugging It In	Rhyme & Reason Inc	Medium	Assigned	philip
44	Having Trouble Plugging It In	2 Tall Stores	Medium	Closed	philip

# Inbound Email

- Shared group inbox manages and assigns cases based on workflow rules
- Automatically attaches to customer account record for better understanding of customer issues
- Issues can be prioritized and assigned



# Knowledgebase

- Helps support teams to better manage and share information
- Supports FAQs, files, search and user ratings
- Utilizes a Wiki-like user interface for managing content
- Expose to customers for self-service

Logout | My Account | empty Demo | Free Trial | Buy Online

SGRPartners FAQs | Call Us | We Call You | Search

About Us | Products | Services | Customers | Partners | **Support** | Store

**Support**  
Getting Started  
FAQs  
Training  
Documentation  
Forums  
Wiki  
Questions? [FAQs](#) | [Live Chat](#)  
+1 (555) 321 4567

Home | Cases | Bug Tracker | Newsletters | **Knowledge Base** | FAQ [My Account](#) | [Logout](#)

**KBDocuments: Home**

Document Name:   
Keywords:

Most Viewed Articles

Document Name	Publish Date	Created by
<a href="#">CS3 router alignment issues</a>	2007-04-14	Administrator
<a href="#">Linksys Router Configuration issue - Resolution</a>	2007-04-14	Administrator
<a href="#">Netgear Specs</a>	2007-04-14	Administrator
<a href="#">How do I connect and configure my Linksys Router to use PPPoE DSL service?</a>	2007-04-14	Administrator

# Bug Tracking

- Systematic tracking of product defects
- Provides feedback loop to development and support
- Identify common problems and provide resolution

**Bug Tracker** » Comcore Corp, - License key not working properly Print ? Help

[Edit](#) [Duplicate](#) [Delete](#) [Find Duplicates](#) [View Change Log](#)

Bug Overview	
Number: 2	Priority: Urgent
Subject: Comcore Corp, - License key not working properly	Status: Pending
Type: Feature	Source: Internal
Category: Product Catalog	Resolution: Fixed
Found in Release:	Fixed in Release:
Description: Cannot access maintenance module due to license key error # 43908	
Work Log: New license key generated and emailed to client.	
Show in Portal: <input type="checkbox"/>	

# Self-Service Portal

- Customers can log cases, upload relevant information, and track cases to resolution
- Update account information and newsletter subscriptions
- Reduces the number of inbound support calls

The screenshot displays the SGRPartners self-service portal. At the top, there are navigation links for 'Logout', 'My Account', and 'empty'. A search bar is located in the top right corner. The main navigation bar includes 'About Us', 'Products', 'Services', 'Customers', 'Partners', 'Support', and 'Store'. A sidebar on the left lists various support resources: 'Support', 'Getting Started', 'FAQs', 'Training', 'Documentation', 'Forums', and 'Wiki'. Below the sidebar, there are links for 'Questions?', 'FAQs', 'Live Chat', and a phone number '+1 (555) 321 4567'. The main content area features a search form with fields for 'Number', 'Subject', 'Status', and 'Priority'. The 'Status' dropdown menu is open, showing options: 'New', 'Assigned', 'Closed', 'Pending Input', and 'Rejected'. The 'Priority' dropdown menu is also open, showing options: 'High', 'Medium', and 'Low'. Below the search form, there is a table of cases with columns for 'Number', 'Subject', 'Account Name', 'Priority', and 'Status'. The table contains one entry: '110', 'Need assistance with large customization', 'Big Dog Marketing 884578', 'Medium', and 'New'. At the bottom of the page, there is a copyright notice: '© 2004-2007 SugarCRM Inc. All Rights Reserved.' and a logo for 'POWERED BY SUGARCRM'.



# Case Reporting

- Monitor the effectiveness of case responses
- Identify and prioritize customer problems
- Measure how issues are resolved across individuals and teams

NEW CASES BY MONTH

