

# ServiceOne – Your Web Self-Service Portal

## Benefits to your Customers

**Power of Web** – Empower your customer to access support anytime - anywhere.

**Access Anytime Support** – ServiceOne Portal is available whenever your customers need support - 7 x 24.

**Choices** – To get support how and when they want it.

**Convenience** – The right reporting channel for the issue

**The ability to Collaborate** – ServiceOne provides the ability to interact your customer with your support staff.

**A Well Informed Customer**– Keep your customers enriched with the latest information.

## Benefits to your Support Center

**Enhance Service Efficiency** – Manage your customer service in an efficient way using ServiceOne Technology.

**Increase Customer Engagements** - A way to outperform your competitors.

**Facilitate Customer Centricity** – Accelerate to address your customer needs

**Reduce Costs** – A cost effective solution to reduce your helpdesk cost.

**Be Proactive** - Tell customers about the problems before they encounter them.

**Overall Improved Customer Experience** – Maximize customer experience to boost customer satisfaction.

## ServiceOne

ServiceOne is a Web self-service portal integrated with Microsoft Dynamics CRM. The ServiceOne Web Self-Service portal is aimed to empower the customer with enterprise knowledge quickly accessible to the customers' and enabling them to perform related activity with ease.

ServiceOne is designed and developed exclusively for Microsoft Dynamics CRM

ServiceOne is brought to you by Zelite Solutions Pvt. Ltd. – An Enterprise Solutions Company!



## ServiceOne Features

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*ServiceOne is a Web self-service portal attuned with Microsoft Dynamics CRM*

ServiceOne Web Self-Service portal is an interactive platform which enables you to meet customer expectations by allowing you to engage and interact with customers, understand their expectations, answer their queries and take action on the issues. It also enables you to share enterprise knowledge base with your customers and keep them enriched with the latest information.

*The ServiceOne Web Self-Service is designed to empower your customers by providing access to your enterprise information and to perform related activity with ease.*

### Self-Service

The self-service includes functionalities such as Submit Case, Real-time Case Status, Customer Interactions, Reopen Case and View Case History

### Knowledge Center

The ServiceOne Knowledge Center brings your enterprise information to your customers' desktop. It enables your customers to search the KB articles by keywords and/or by subjects.

### Resource Center

ServiceOne Resource Center allows you to upload and share documents and media on your portal for your customers to download.

## Make it yours!

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*Customize and configure your portal the way you want*

ServiceOne Web Self-Service Portal is a great way for an organization to provide its customers a dedicated system to login and access relevant data from Microsoft Dynamics CRM. ServiceOne Web Self-Service Portal is easy-to-configure portal providing high level of customizations and configuration settings from Microsoft Dynamics CRM and /or ServiceOne Portal.

### Customize and Configure

ServiceOne Portal features for customizations and configuration includes following functionalities

- One Time Setup
- Web Page content management
- Self-Registration settings
- Modules and Menu settings
- Branding your Portal
- Profile Management for your customers



## Flexi Solutions

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*Opt for the solution that best fits your organizational requirement*

ServiceOne comes with two distinct solutions: ServiceOne Native and ServiceOne Hybrid both of these are designed and developed for Microsoft Dynamics CRM. Opt for the solution that best fits your organizational requirement. You also have choice for portal deployment – online or on-premise with support for Microsoft Dynamics CRM Online and On-premise.

**ServiceOne Native** – Web Self-Service Portal is interconnected with Microsoft Dynamics CRM.

**ServiceOne Hybrid** – Web Self-Service Portal is integrated with Microsoft Dynamics CRM

*ServiceOne is available as on-premise solution and as Hosted/SaaS Solution.*

## Contact Us

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